

# Robert Smith

## Department Supervisor V

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### SUMMARY

20+ years of experience as a Department Supervisor. Seeking a professional position in a successful company where I can utilize my qualifications with an unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. I can supplement the company with my accounting, managerial, and administrative skills in achieving its goals.

### SKILLS

Management Experience, Organizational, Communication Call Center Management, Outstanding Customer Service, Excellent Knowledge Of MS Office, Remarkable Time Management and a Good Team Worker.

### WORK EXPERIENCE

#### Department Supervisor V

ABC Corporation - February 2013 - Present

- Providing excellent customer service with strategic-relationship/partnership-building skills and ability to listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Performing all activities associated with employment including interviewing prospective employees, disciplinary actions and termination processes.
- Responsible for scheduling 125-150 associates in 20 departments 2 weeks in advance to promote teamwork through team building activities.
- Processing all employee request including vacation, transfer, and payroll overseeing benefits enrollment.
- Administering employee achievement programs coordinate all employee training programs and ensure that all corporate goals are achieved.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Oversee multiple departments in day-to-day operations and quality control.

#### Managing Partner

ABC Corporation - May 1999 - January 2013

- Accounts payable responsible for all accounts payable processes prepared weekly employee payroll by receiving and verifying expense reports and requests for advances; preparing checks.
- Processed, verified and reconciled vendor accounts monthly, quarterly, yearly closing reports and related transactions.
- Charged expenses to accounts by analyzing invoice/expense reports; and recording entries.
- Paid vendors by monitoring discount opportunities; verifying federal id numbers; scheduling and preparing checks; resolving purchase order, contract, invoice, or payment discrepancies and documentation; insuring credit was received for outstanding memos; issuing stop-payments or purchase order amendments.
- Processed w4, i9, 1099, w2 forms and yearly reports to internal revenue service maintained accounting ledgers by verifying, posting and balancing account transactions.
- Created yearly budgets and income forecast clubhouse drive Friendswood, texas accounts receivable responsible for all accounts receivable processes maintained daily accounting ledgers by posting and verifying account transactions prepared customers statements and invoices managed and resolved customer inquiries, payment plans and credit lines

maintained monthly, quarterly and yearly invoice accounts; coordinating monthly transfers to accounts receivable account; verifying totals; preparing statements and reports.

- Posted customer payments by recording cash, checks and credit card transactions.

## EDUCATION

Diploma - (Dobie High School) Technical in Accounting - (Massey Business College) Associate Of Arts in General Studies - (Barstow Community College - Barstow, CA)