

ROBERT SMITH

Business Specialist I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Highly qualified Business Specialist with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

CORE COMPETENCIES

SAP.

PROFESSIONAL EXPERIENCE

Business Specialist I

ABC Corporation - November 2000 – August 2014

Key Deliverables:

- Assisted Sales account managers with timely information, notified new process procedures to ensure all company and sales metrics were met.
- Dedicated Single Point of Contact for several State Government and financial business accounts.
- Entailed daily order entry, meeting deadlines on research, resolution of billing issues, maintained various records for both internal and external customers specific to client and communicated daily by email or phone on work results.
- Successfully supported Government and Educational accounts with bill consolidation, department routing and account service changes.
- Partnered with field technicians and provisioning departments to ensure customer service support was available for any changes on service orders or outages that occurred.
- Performed order entry for meet point circuit orders that required working with other local exchange carriers, obtaining a full understanding of other LECs written orders and process in both legacy Embarq and Centurylink markets.
- Prepared and executed order entry for circuit orders such as Frame relay, ISDN PRI/BRI, analog 2/4 wire, Ethernet/EVC/DIA, ATM OPS/OPX/FX and CLEC.

Business Specialist

ABC Corporation - 1999 – 2000

Key Deliverables:

- Trained and developed the store team by sharing retail business priorities, strategies and progress.
- Establish NorthPark as a business hub through building and deepening relationships with existing customers and consultants network.
- Provide business computer advice and recommendations to new and existing business customers; become their trusted advisor.
- Develop strategies to increase revenue that lead to increasing the direct team size from two to five.

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- Go to person for internal and external customer for technical and business problems, Windows-Apple integration.
- Implemented current "AOR" Area of Responsibility strategy, update customers with business briefs and maintain up to date pipeline.
- Part of the first team to complete a single \$1 million dollar deal through retail business..

EDUCATION

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