

# ROBERT SMITH

## Business Systems Consultant/Coordinator

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

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### SUMMARY

A Results-Driven Support Specialist well experienced in providing various levels of Customer and Application Support. Excellent background with resolving complex issues.

### CORE COMPETENCIES

CRM, Implementation, Banking Ops And Product Support, MFT, Management, Procedural Writing.

### PROFESSIONAL EXPERIENCE

#### Business Systems Consultant/Coordinator

ABC Corporation - November 1995 – November 2010

##### Key Deliverables:

- Gathered user-requirement data in order to assist business partners.
- Encrypted MFT/managed-file-transfer processes.
- Performed testing with customers to validate formatting of the proposed data file specifications.
- Executed trouble-shooting scenarios for failed files and transmissions.
- Nominated to contribute to several best practice committees.
- Researched and Special Projects Researched and adjusted item-processing balancing errors using various system resources.
- Managed in an exception items processing department.

#### Business Systems Consultant

Delta Corporation - 1992 – 1995

##### Key Deliverables:

- Streamlined the implementation process to enhance the customer experience.
- Recovered previous charge-offs by optimizing data-mining methods and system resources.
- Managed network administration and troubleshooting services.
- Enterprised Information Security Governance.
- Reviewed the Component Ownership framework as part of an initiative to improve Audit.
- Developed Lean Six Sigma programs that resulted in fewer defects and higher throughput.
- Developed dashboard reports and key performance.

### EDUCATION

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Bachelor of Arts in Liberal Arts - 1983(University of Dayton - Dayton, OH)

