

Business Services Coordinator

ROBERT SMITH

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Objective

Seeking a position as an Business Services Coordinator where can utilize organizational and problem solving skills to benefit the organization.

Skills

Administrative Support, Business Coordinator.

Work Experience

Business Services Coordinator

ABC Corporation - February 2000 - December 2009

- Served as the secretary, personal assistant, and account manager for the Business Account Executives providing administrative and clerical support to them and their customers.
- Served as the primary point of contact to the customer during the service delivery interval with complete ownership and accountability for matrix management of the customer from time of sale through billing activation.
- Routed technicians to customer installs and incoming customer sales telephone calls to the appropriate Business Account Executive.
- Worked directly with the customers, Business Account Executives, Error Resolution Specialists, Construction, Tech Ops (In-house and Contractors), Dispatch and other internal groups to ensure timely, successful service installations.
- Arrange and coordinate conferences involving the participation of the Business Account Executive.
- Responsible for communicating these concerns to all the coordinator staff members.
- Coordinated installs and customer calls of concern with the Business Account Executives.

Business Services Coordinator

Delta Corporation - 1995 - 2000

- Worked directly with the Department of Psychiatry Providers regarding CPT and ICD-9 coding and insurance issues.
- Micro-managed all accounts receivable for 25 providers Offered financial counseling to patients to alleviate financial stress Extensive experience.
- Meet KPI standards on time every month Handover recharges to the payroll/billing teams Order business cards for both contractors and staff Format.
- Enter and track invoices into a budget spreadsheet Send and receive mail shipments.
- Marketing and page design as well as public relations and website editing.
- responsible for the discharge orders sent requesting home care visits as per doctors orders after hospitalization and insurance verification.
- Flowmatic was involved in the distribution and maintenance of flow meters for measuring gas and liquid Performed logistics and supply chain.

Education

High School Diploma - (Fraser High School - Fraser, MI)