

## Business Intern

ROBERT SMITH

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## Objective

Team and victory-focused formal and informal leader in business and life A determined, dedicated team leader and player, displaying perseverance, high efficiency, high adaptability and intense focus on team success and working through adversity.

## Skills

Microsoft Programs, Marketing, Insurance.

## Work Experience

### Business Intern

**ABC Corporation** - May 2015 - August 2015

- Fueled customer segmentation and profitability programs through data collection and organization.
- Supported branding image through review and revision of marketing materials.
- Reduced UDAAP risk through review and recommendation of revisions in marketing materials.
- Spurred customer service improvements by developing customer contact strategies, redesigning call queues.
- Led project to design customer correspondence to provide account information and company contact guidelines.
- Drove customer service and efficiency improvements through redesign and reestablishment of call center processes and procedures.
- Processed credit card transactions and updated accounts receivable reports Leaned out office filing system Streamlined excel spreadsheets and software communications.

### Business Intern

**ABC Corporation** - 2011 - 2015

- Prospected clients by doing marketing research and telemarketing.
- Developed Real Estate marketing pieces and participated in many other marketing efforts.
- Ran credit reports through credit report agencies to screen applicants for loan processing.
- Received, typed, and filed office documents, entered data, and used office equipment.
- Installed computer programs for computer use, worked extensively to convert files to PDF, and programmed excel sheets for general use in a construction budget.
- Responsible for most of the office paper work and handled all task professionally.
- HONORS AND ACTIVITIES SQL Advanced Training Minorities Over Retention Education Alliance of Black Collegians Association for Computer Machinery.

## Education

Bachelors of Science in Business-Sociology - (Nebraska Wesleyan University - Lincoln, NE)