

Robert Smith

Information Management

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SUMMARY

Seeking Customer Service position that utilizes extensive customer service experience, high motivation and the desire to always provide excellent customer service.

SKILLS

Computer Technician, Forklift Operator.

WORK EXPERIENCE

Information Management

ABC Corporation - February 2000 – January 2005

- Updated and reconciled invoices.
- Maintained cash applications, accounts reconciliation and charge backs.
- Printed checks and send to appropriate vendors.
- Answered all incoming calls in a professional manner.
- Handled all administrative duties.
- Responsible for troubleshooting computer systems and made sure of proper operation.
- Replaced hard drives and installed internal devices.

Information Management

Delta Corporation - 1999 – 2000

- May 2014-Present Started working in the field providing assistance to CPS case workers and other agencies within a three county area.
- Promoted to Information Management in February.
- Include the development of an Access Dbase to track statistical and financial information.
- Duties include labor allocations to the correct programs and funding source by recording casework, payroll, administration and direct expenditures.
- Work with organizations CPA to develop a comprehensive and accurate EOM package.
- May 2014-Present Started working in the field providing assistance to CPS case workers and other agencies within a three county area.
- Promoted to Information Management in February.

EDUCATION

GED in Adult Community Education Program - September 2010(NC State College Mansfield - Mansfield, OH)