

## Objective

Outgoing, personable Business Support Specialist II, possessing excellent people skills as well as the ability to interface with customers and vendors. Articulate communicator and team player with effective leadership, decision making, problem-solving, interpersonal skills, and a results-driven CAN DO attitude individual

## Skills

Human Resources, Executive Management, Executive Management, Executive Support

## Work Experience

### Business Support Specialist II

**ABC Corporation** - September 1999 – July 2010

- Typed and processed complex business orders and submitted them to the installation team.
- Proofread and corrected errors on business orders.
- Verizon Residential Management - Virginia Beach V.A.
- Trainer / Customer Service Specialist Training new hires in customer service and sales techniques, Taught Verizon operating systems and system navigation and produced weekly spreadsheets.
- Tracked students progression and provided evaluations to upper management.
- Answered incoming calls and assisted customers with inquiries regarding their accounts.
- Entered customers credit card information, social security numbers into in house computer spreadsheets.

### Business Support Specialist

**ABC Corporation** - 1994 – 1999

- Manage team complex calendaring, travel and meeting schedules, including Skype Business
- Participate in team meetings and proactively support the capturing and completion of next steps and action items
- Support the development of client documents including presentations in PowerPoint and Word, billing documentation in Excel and other written documentation/communication
- Ensure quality control/proofreading/editing
- Increase efficiency by identifying ways to improve processes
- This is Dummy Description data, Replace with job description relevant to your current role.
- This is Dummy Description data, Replace with job description relevant to your current role.

## Education

B.S. in General Business - 1992 (Norfolk State University - Norfolk, VA)