

Robert Smith

Business Specialist/Executive

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SUMMARY

Seasoned Customer Service Representative with more than 3 years of experience in a fast-paced call center and over 5 years of customer service experience. Handled all tasks with accuracy and efficiency.

SKILLS

MAC, PC, Adobe Photoshop, Final Cut Pro, Canon, Camera Jib, Audio Editing, Audio Setups, Closing Sales.

WORK EXPERIENCE

Business Specialist/Executive

ABC Corporation - December 2013 – July 2016

- Confer with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Solicit sales of new or additional services or products.

Business Specialist

ABC Corporation - 2012 – 2013

- Performed as a Business Specialist in the Business Operations department.
- Prepared cash flows of all Capital and O&M projects and attended weekly meetings to discuss the variances with site VP and Project Managers.
- Member of the Project Review Committee (PRC) and Plant Health Committee (PHC) to discuss issues at the site, including funding to address the issues.
- Monitored capital project spending utilizing excel and SAP for budgets, forecasts, and actual purposes of daily costs and headcounts.
- Prepared and presented daily actuals and forecasts using SAP during month-end close for Senior Management.
- Designed and implemented an invoice filing system by setting up purchase orders by vendor.
- Reviewed control documents for various assessment areas to ensure that all documentation was present and that the required amount of testing was performed..

EDUCATION

GED - (Crowder College Neosho - Neosho, MO)