

# Robert Smith

## *Asst. Customer Relationship Manager*

### **CONTACT DETAILS**

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Alabama  
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### **SKILLS**

Microsoft office, Skip  
trace, Multi phone lines,  
Multi computer screens.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## **PERSONAL STATEMENT**

Highly motivated and bilingual professional with 4 years of experience in customer service dedicated to implementing positive customer interactions that build strong and fruitful long lasting business relationships.

## **WORK EXPERIENCE**

### ***Asst. Customer Relationship Manager***

**ABC Corporation - February 2011 - May 2011**

#### *Responsibilities:*

- Cultivates and matins on-going customer relationships, including devoted time for customer education regarding loan options.
- Managed a large portfolio of delinquent loans.
- Researched and prepared documentation and processed requests according to established protocol and aided in determining appropriate customer course of action.
- Traveled to various states to service delinquent loans while providing face to face customer care for Bank of America owned loans.
- Managed portfolios from numerous investors including facing foreclosure Freddie Mac, Bank private FHA, and VA loans.
- Contributed to attorney General team evets to service a broader range of loans.
- Represented Bank of America in the Shareholders meeting regarding troubled loans.

### ***Customer Relationship Manager***

**ABC Corporation - 2010 - 2011**

#### *Responsibilities:*

- Expert customer liaison and escalation point for (80+) customers in region leading our support efforts in all areas of the financial, ancillary, clinical, physician software, related hardware, interface, Meaningful Use and ITS offerings.
- Successfully collaborate with administration, hospital staff and physicians to fully understand their issues and what CPSI resources need to be mobilized for resolution.
- Act as an SME on Meaningful Use attestation in its various stages for our sales/marketing department to help them determine if existing products and or services provide a solution that is needed to complete the requirements.
- Capitalize on existing financial and revenue cycle experience coupled with extensive training in applications that comprise a fully integrated EMR (Physician/Nursing Documentation, Physician Order Entry, Chartlink, Point of Care, Nursing Order Entry,.
- Introduced the client base to TruBridge services resulting in numerous successful sales opportunities which along with overall knowledge of Hospital Information Systems led to being recruited for the Customer Experience Manager role.

- Acted as a SPOC for customer issue escalation and quickly addressed them while working with the programming division directly if their assistance was required to provide a solution.
- Quickly added Clinical and IT Systems knowledge to a strong command of Financial Modules to become a more valuable asset to the company in this customer support role..

## **Education**

Associates in Liberal Arts Science - (Erie Community College North - Williamsville, NY)