

# Robert Smith

## *Business Development Associate Head*

### PERSONAL STATEMENT

Looking for a position wherein I can utilize my expertise in human relations, staff recruitment and retention and to grow and to contribute in the most effective manner by being a key and an effective team player.

### WORK EXPERIENCE

#### ***Business Development Associate Head***

**ABC Corporation - March 2012 - December 2012**

##### *Responsibilities:*

- Establish and maintain professional working relationships with referral sources for the purpose of achieving targeted growth goals.
- Educate referral sources and the community regarding THA Groups four companies; Island Health Care, Island Hospice, Independent Life at Home, and Ideal Aging.
- Complete care transitions whereby educating patients and family members on THA services and coordinating their transition from a skilled facility to home.
- This may include coordination of durable medical equipment and/or home infusion therapy, transportation and support services.
- Communicate patient needs to team members to ensure the highest level of customer service and patient care.
- Maintain record of sales call cycle and adjust quarterly to maximize referrals and ensure company growth goals are met.
- Maintain relationships with other industry related companies through community organizations and networking events.

#### ***Business Development Associate***

**ABC Corporation - 2007 - 2012**

##### *Responsibilities:*

- Answered inbound/outbound correspondence along with email, fax us mail for upgrades to customers current accounts or a sales promotion they received to assist with the development of their business or brand.
- Generated leads for sales/marketing team, provided clients with information on products.
- Created a plan for a clients brand idea, possible upgrading and advice marketing/sales team to close.
- Provided product information on growing a new or existing business and build rapport.
- Applied accounts payable/receivable, light collections, billing, administrative duties and information as needed.
- Assisted with marketing projects, data entry, training on keeping the clients serviced and satisfied.
- Maintained organizational governance files, accounts and documents.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Marketing, Customer Service, Sales, Autism - Working with Children.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## Education

Bachelor of Science in Business Administration - 1999(Christopher  
Newport University - Newport News, VA)