

ROBERT SMITH

Program Consultant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

CORE COMPETENCIES

Communication Skills, Organized.

PROFESSIONAL EXPERIENCE

Program Consultant

ABC Corporation - May 2009 – May 2010

Key Deliverables:

- Supported the Head Business Financial Manager for WSPO.
- Supported the development and implementation of the Business Strategy Plan in accordance with Head WSPOs goals and vision.
- Interfaced with Department Administrators to discuss process improvement and implement strategic plans.
- Gathered requirements and remain flexible and adaptable as requirements change.
- Contracted community, and also prepare and communicate the CERS Procedural Documentation.
- Acted as the on-site System Liaison with IBPES Web Application Developer to implement financial tool enhancements and strategies.
- Demonstrated a proficient understanding of accounting systems, policies, and procedures to maintain, evaluate, and analyze accounting data.

Program Consultant

ABC Corporation - 2004 – 2009

Key Deliverables:

- Consultant for the United States Postal Service (USPS) contract.
- Yearly revenue of \$14M.
- Developed and provided quality assured Telephone Partner System sales quotes to the end user.
- Interfaced daily with the suppliers, subcontractors, internal and external customers to ensure that all project milestones were met.
- Monitored all other aspects of the Partner installations and customer acceptance.
- Distributed an individual performance feedback survey to customers.
- Received 100% overall customer satisfaction results Summarized and resolved all billing issues in a timely manner with complete accuracy to achieve and exceed an annual revenue quota of \$15.5M.

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EDUCATION

- Diploma