

# ROBERT SMITH

## Business Support Specialist - Entry Level

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Experienced and Knowledgeable Business Support Specialist who stays on top of the trends and changes in this ever-evolving industry. Ability to plan, organizes, coordinate and direct the work. Communicate ideas clearly and effectively both orally and in writing.

## EXPERIENCE

### Business Support Specialist - Entry Level

#### ABC Corporation - JUNE 2012 - APRIL 2013

- Worked with a team of 15 people to support approximately 6000 customers Database software.
- Provided support, training, and implementation by phone or remotely using Elsinore ScreenConnect.
- Configured workstations and server computers to run optimally with the Millennium Software.
- Troubleshoot network, software, hardware, and peripherals issues.
- Performed assessment of customers needs and provide recommendations based on the assessment.
- Knowledgeable in all versions and add-ons of the software.
- Assisted the sales department and customers with the procurement of the add-ons.

### Business Support Specialist

#### ABC Corporation - 2011 - 2012

- Originally hired as the primary user contact person in support of the CGI Financial, Human Resources, Payroll, Budgeting and Report Writing software used by 7 school districts in Oakland County.
- Responsible for providing accounting services to any district in Oakland County.
- Services include all aspects of the School Business Office such as training of new software users (Purchase Orders, Budgeting, Journal Entries, Payroll, Accounts Payable, Accounts Receivable, etc., filling in when a vacancy occurs and/or assisting when deadlines require immediate expertise.
- Prepare all documentation for training.
- Help to develop specific standard Operating Procedures.
- This is Dummy Description data, Replace with job description relevant to your current role.
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## EDUCATION

- AAS - 2010 (Sussex County Community College - Newton, NJ)

## SKILLS

Writing, Customer Service, Microsoft applications, Cashier, Marketing.