

Robert Smith

Business Support Specialist - Remote

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

SUMMARY

Business Support Specialist versed in all aspects of operations management, from scheduling and finance to production and marketing. Possesses exceptional communication, organizational and presentation capabilities. An effective communicator with excellent leadership, problem-solving and planning skills.

SKILLS

Human Resources, Executive Management, Executive Management, Executive Support

WORK EXPERIENCE

Business Support Specialist - Remote

ABC Corporation - April 2010 - May 2016

- Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Maintained up-to-date knowledge of product and service changes.
- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Updated customer orders from start to finish in an accurate and timely manner.
- Made strategic decisions regarding future targets.

Business Support Specialist

West Business Solutions - 2005 - 2010

- Develop reports detailing analysis on penetration, sales results, forecasting/trending, and suggested strategies for several clients.
- Work alongside managers to set goals and timelines for various teams.
- Support the launch of new clients and troubleshooting issues with CRM during ramp-up.
- Identify gaps in processes to establish clean data for reporting and analysis.
- Establish improved resources for associates in CRM tools.
- Trained new employees on essential functions and requirements of the position.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

High School Diploma - 2004 (Fond du Lac High School - Fond du Lac, WI)