

# Robert Smith

## Fund Administration Assistant

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### SUMMARY

Seeking a position within the customer service and homeland security system. Over 6 years experience in the U.S. Army to include deployment to Iraq in the time of War. I have extensive certifications to include, law enforcement, firefighter, nurse assistant, EMT and first aid. Currently maintain a secret security clearance.

### SKILLS

Microsoft Office (3 Years)

### WORK EXPERIENCE

#### Fund Administration Assistant

ABC Corporation - November 2013 - March 2014

- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Resolve a wide range of customer problems, applying diplomacy and assertiveness Ability to communicate effectively in diverse environments.
- Demonstrate professionalism at all times with thorough understanding of loyalty, confidentiality, and discretion.
- Entered and retrieved personal information using an automated information system.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Transmitted information or documents to customers, using computer, mail, or facsimile machine.
- Distributed information to all departments regarding needs and requirements of groups, meetings, and events taking place in our hotel.

#### Administration Assistant

ABC Corporation - March 2011 - Present

- Maintained customer database
- Website management
- Organizing and promoting programs for community outreach and special events
- Designing and layout of special events
- General office duties
- Lead study group for the youth department.
- Distributed information to all departments regarding needs and requirements of groups, meetings, and events taking place in our hotel.

### EDUCATION

Bachelor's in Business Administration - 2013(Liberty University Online - Lynchburg, VA)