

Jr. Account Manager

ROBERT SMITH

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Objective

Sales and Account Management of 50+ business accounts nationwide. Responsibilities include customer service of existing accounts, sales of new services, upgrades of current services, renewing accounts. Responsible for increasing market penetration, lowering churn and increasing revenue of my customer base. Perform the role of a sales coach, as well as responsibilities for training new hires, creating and implementing sales strategies and increasing overall performance in the department.

Skills

Account Management, Budgeting, Business Development, Contract Negotiations, CRM

Work Experience

Jr. Account Manager

Cemex - December 2014 - Present

- Responsible for face to face sales in retail setting, involved in interview and training process, lead a team of four to align individual goals with organizational goals, drive innovation to achieve corporate goals.
- Responsible for maintaining customer service and customer relationships for over fifty customers.
- Sales for customers which included profit analysis, driving strategic brands, and ensuring proper looks of success. Grew sales volume each year while increasing DNGP per customer delivery from \$260 in 2016 to \$330 as of July 2017, a 21% increase.
- Building and maintaining displays of strategic brands to ensure profitability.
- Communicating within a team as well as with distribution to achieve organizational goals.
- Required to negotiate contracts for twenty or more customers to ensure company standards each year.
- Work as a leader within a team dynamic. Responsibilities include training, leading calls, communication within team, and ensure success throughout the sales team.

Operations Manager/Outside Sales

Lupitas Weight Loss Home Service Spa - September 2012 - December 2014

- Develop and implement business objectives, guidelines, and budget plans.
- Create and execute marketing niche strategies to maximize business awareness to targeted group.
- Schedule and confirm clients after receiving incoming prospect calls; brief, inform, close the sale.
- Assign clients to associates based on territory and customer needs; arrange all logistics for the appointment date.
- Oversee customer service experience from appointment setting to follow up after service rendered.
- Manage latin client accounts; personalize service to meet their culture needs.
- Garnered new business for company through persistent daily cold calling.

Account Resolution Specialist

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Objective

I am seeking a position, which will allow me to use my excellent organizational skills and where my educational background will be put to best use.

Skills

CREDIT, LIAISON, ACCOUNTS RECEIVABLE, DOCUMENTATION, MICROSOFT OFFICE

Work Experience

Account Resolution Specialist

Bank Of New York Mellon Asset Servicing - April 2012 - Present

- Provide support to management companies and its shareholders through system, e-mail or phone in accordance with corporate guidelines.
- Work with other business departments to resolve ira and retail accounts discrepancies.
- Review corrections processed on trades posted and pre-posted for accuracy.
- Request an adjustment on accounts that had incorrect trades posted at nav or pop, stop and reissue checks, issue manual wires, and ACHS.
- Respond to shareholders requests (research and financial adjustments) within guidelines and SLAs.
- Calculate required minimum distributions for ira accounts when a correction is needed.
- Prepare internal SLA monthly monitoring reports to ensure problem resolution is being resolved on the contracted delivery time.

Control Account Specialist II

Bank Of New York Mellon Asset Servicing - December 2007 - April 2012

- Ran aging reports in Nextgen, working on upwards 50 claims a day to rectify outstanding insurance claims.
- Strong knowledge of ICD-10 and CPT coding, utilizing these codes properly to maximize reimbursement.
- Monitoring all outstanding claim status, contacted insurance companies and/or searched Navinet and insurance companys websites to verify updated claim status and have claims processed.
- Utilize Microsoft Excel to track and calculate cash reconciliation.
- Reviewed Nextgen reports finding any trends or charge amounts for indication of a bigger issue to be resolved.
- Manually processed charge entries for various offices, including cardiology, pulmonary and family practices.
- Contacted various companies to have claims reprocessed individually or as a group.

Education

Bachelor Of Business Administration - (Sao Francisco University)

Account Sales Manager

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Objective

Accomplished Senior Project Management and Contact Center Operations Professional with over 20 years of Sales, Major Account Management, Compliance, Reporting, and Training expertise. Results-driven leader and visionary with excellent business acumen, communication and interpersonal skills. Broad experience dealing with all levels of organizational management; a strong emphasis in Business Processes Outsourcing (BPO) and Technology.

Skills

Ms Office Suite, Workforce Planning, Account Management, Business Development, Business Analysis, Business Analysis, Customer Service, Computer, Detail Oriented, Employee Relations, Employee Relations, Forecasting, Hiring, Kronos, Leadership, Leadership , Management, Medical Terminology, Negotiation, Office Management, Project Management, Quality Assurance, Relationship Management, Strategic Planning, Sales, Time Management, Team Player, Vendor Management.

Work Experience

Account Sales Manager

BPO Contract Dell Computers, Teletech Holdings - August 2015 - Present

- Senior account leader responsible for coordinating production activities. Provide guidance and assistance to associates on technical and procedural issues.
- Ensure primary and secondary kpi targets are met and client requirements are delivered.
- Serve as liaison between teletech and client to increase revenue, improve customer and client satisfaction, and expand the scope of the program.
- Manage teams to metrics set by the partner and teletech program management and manage teams to acceptable work quality measurements set forth by the partner.
- Define program/project requirements, develop tactics, and oversee implementation activities required to successfully meet agreed upon client business goals and objectives.
- Coordinate client program development and integration, including staffing, scheduling, training, system installation, programming design, and testing.
- Develop actionable plans to balance short and long range goals while ensuring project completion is timely and effective.

Owner/Business Consultant

Self - December 2013 - August 2015

- Successful owner of a full consulting firm. Responsible for revenue, profit and loss.
- Consulted small to medium sized businesses on business process outsourcing (bpo) ventures, incorporating services, process improvements, operational structure, infrastructure, and systems.
- Facilitated management of daily operations; hired, trained, and project managed 3rd party vendors.
- Developed effective sales plan to grow existing business and expand new opportunities.
- Participate in inter-departmental resolutions relating to charging department variances.

Activity Assistant - Healthcare

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Objective

To obtain an activity director position with a Nursing Home and Rehabilitation Center and help the residents in developing physical, mental and emotional skills by conducting various entertainment and therapy programs.

Skills

Greeting Customers, Positive Customer Experience, Team Player, Customer Assistance, Energetic Work Attitude, Dedicated Communication, Conflict Resolution

Work Experience

Activity Assistant - Healthcare

Regent Care Center - November 2011 - Present

- Plan and implement activities for residents that help in stimulating residents' bodies and mind.
- Plan monthly calendar of activities with Activity Director.
- Promote socialization and encourage residents' participation in various programs.
- Assist in outings with the residents and Organize services such as transportation and accommodation for participants, facilities, displays, catering, event security and more.
- Responsible for arranging audio visual equipment, displays, transportation and other needs for events.
- Daily one on one room visits with residents, bedridden patients or residents who do not leave their room. I deliver activities to their room, music, books or/and just sit and chat with them.
- Invited guest speakers, entertainers, musicians upon coordinating with medical experts in arranging events

Activity Assistant

Avon - July 2006 - Present

- Evaluated and delivered residents' needs
- Scheduled and executed activities on a monthly basis
- Communicated with residents daily and encouraged them to put forward their demands
- Incorporated necessary physical exercise collaborating with physical therapists
- Promoted social interaction and encouraged cognitive processes
- Accommodated needs of every single residents while planning activities
- Maintained books and records of activities and reviewed their goals of residents

Education

High School Diploma - 1987 (Mission San Jose High School - Fremont, CA)

Administrative Office Assistant II

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Objective

Dependable detail oriented Administrative Office Assistant seeking a position to better utilize my office management and accounting skills.

Skills

Administrative Support, Data Entry, MS Office, Multi-line, PeopleSoft

Work Experience

Administrative Office Assistant II

Goldsbor - October 2005 - June 2015

- Composed and drafted all outgoing correspondence and reports for operation managers and the director of the company.
- Kept organized documentation for each passenger/billing provider on file. Scheduled transportation services for multiple organizations such as wayne county health department,.
- Trained new employees on: company policies and procedures, safety training, how to properly use software such as route match scheduling software, cts scheduling software, asset works, fuel gauge.
- Verified and created reservations by communicating with various companies in wayne county.
- Created many of the companys employee policies/manual including training and development.
- Performed accounts receivable duties including invoicing, researching chargebacks, discrepancies and reconciliations.
- Audited new customer files to verify medical necessity and satisfaction of services criteria.

Customer Service Representative/Store Associate

Aafes - May 2003 - October 2005

- Answered an average of 50 or so calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Dispatcher, drive for company, be a receptionist, master scheduler and with programs and data entry.
- Services on aging, wayne memorial hospital, dialysis, job sites and etc.
- Cell phone policy, idling policy, car-seat, defensive driving and etc.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

Education

High School Diploma - 2002(Goldsboro High School - Goldsboro, NC)

Admissions Director (Healthcare)

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Objective

My work history includes a strong healthcare background to include front desk, central supply, admissions coordinator, admissions director, touring, and administrative support for up to twelve directors.

Skills

Healthcare, Cash Management, Billing, Customer Service, Insurance Verification, Supervisor, Marketing

Work Experience

Admissions Director (Healthcare)

Heartland Health Care Center - March 2017 - December 2017

- Coordinate admissions for nursing and rehab center for all new patients and returning patients to ensure all required clinical information is available to the admitting nurse. This includes data entry to create accounts for new patients which is subsequently made available to all nursing staff.
- Complete daily census to include upcoming discharges and admissions. Communicate and discuss any issues; answer any questions regarding same.
- Creation and upkeep of primary care physician tracking report for incoming patients to open lines of communication between facility and physicians offices. Ensure the data entry provides trending information regarding the location of patients within the area.
- Maintain client relations to include physicians, home health agencies, other facilities, and hospitals to increase admissions to the facility.
- Tour family members within the facility and coordinate with heartland health care hospital liaison for new admissions to the facility. Maintained a 95-98% success rate from touring families who then chose the facility for their loved one.
- Coordinate team meetings, minutes, and update members as necessary. Create documents and reports to assist in keeping team members informed.
- Assist with events planning for the facility and outside events where the facility is involved.

Admissions Coordinator

Mays Home Care - February 2015 - March 2017

- Coordinate admissions for a home health agency to include case management for pending patients.
- Secured and assisted in writing a contract between mays home health and the Oklahoma state university nutrition education program.
- Work with physicians, hospitals, and m case managers to ensure all required documentation for Medicare and other insurance follows the required guidelines, with close attention to HIPAA law.
- Customer service and public relations within the community to include assistance in creating, editing, and disbursement of flyers for special events.
- Perform insurance verifications on incoming patients to ensure coverage; share and coordinate information with the business office manager and the social services director.

Aircraft Technician I

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Objective

Highly-skilled Aircraft Mechanic with 10 years of experience is seeking a position that can offer opportunities for long-term professional and personal growth.

Skills

Beechcraft, King Air Series, Great With Time Management Cessna Citation 500 Series Airframe, And Powerplant, Able To Learn Quickly, Fluent In Spanish, Industrial Equipment Operation Experience, And Federal Aviation Administration (FAA) Regulations.

Work Experience

Aircraft Technician I

Advancetech - September 2011 - December 2016

- Maintain, repair, and modify aircraft systems and structures as well as structural and system components of moderate difficulty, modify flight controls, engines, hydraulics, pneumatics, fuel systems, and mechanical.
- Assist in developing specialized fixtures, test equipment and procedures for failure analysis.
- Calibrate/adjust equipment to ensure quality production utilizing calipers, micrometers, and protractors.
- Monitor gauges, dials and various indicators to ensure aircraft are operating correctly.
- Performed complex mechanical alignments and calibration of equipment to quality standards.
- Operated a wide variety of hand and power tools including hoists, drills, hydraulic mule, precision measuring.
- Followed company procedures to maintain the work environment in a neat and orderly condition.

Host & Server

Marlyn's American Grill - June 2006 - August 2011

- Skillfully promoted items on beverage lists and weekly restaurant specials.
- Displayed enthusiasm and knowledge about the restaurants menu and products.
- Routinely supported other areas of the restaurant as requested, including answering telephones, completing.
- Schedules dining reservations for guests in advance and as they arrive at the restaurant.
- Directs and instructs the dining room personnel on customer needs to ensure customers receive fast and quality service from the moment they arrive.
- Greet guests as they arrive and take them to their seats. They also provide a menu and explain specials.
- Answer immediate questions the patrons have.

Education

Aviation Maintenance Certifications - 2011(Gavilan College - Gilroy, CA)

Robert Smith

Airport Representative

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SUMMARY

As an Airport Representative, coordinated with procurement/store/CFS/ shipper/freight forwarder/shipping line/ transporter and end customer for delivery. Arranged shipping line debit note, detention, security, freight forwarder charges.

SKILLS

Communication, Interpersonal, Problem-Solving.

WORK EXPERIENCE

Airport Representative

ABC Corporation - October 2007 - September 2007

- Verified the transportation report in advance and prepare for all arriving guests and departing guests.
- Performed other tasks or projects as assigned by Bell Captain, Hotel Assistant Manager, Front Office Manager, Director of Rooms and General Manager.
- Able to maintain an accurate working knowledge of the town, as well as information of the hotel and all special events that is happening in the island.
- Created WOW moments that last by offering them W’s Signature Service after drop off while escorting them to their flight check in desk.
- Cleaned and well maintained Welcome Board easily visible for guest departing from the gate.
- Ensured all guests names are spelt correctly and are easy to read from a distance.
- Assisted guests with their luggage, and guide them to the pick up area.

Airport Representative

Delta Corporation - 2004 - 2007

- Prepared daily business paperwork such as rental contracts, coupons.
- Ordered supplies and forms to maintain adequate stock.
- Notified Management of potential customer service issues in a timely manner.
- Performed various administrative and miscellaneous reports, supply maintenance, process customer billing, etc.
- Performed miscellaneous and other back office related duties as assigned.
- Inventory vehicles to appropriate brands, stalls, and with appropriate designations using a handheld device.
- Marked vehicles with appropriate hold codes and arrange for movement to appropriate area on lot.

EDUCATION

Bachelor In Airport Management

Android Application Developer

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Objective

Over Seven (7+) years of software development experience with 3+ years of exclusive experience in Android Application development with Android SDK, Android NDK, Eclipse IDE, along with Android ADT plug in developing Native WEB and Hybrid applications.

Skills

Android Application Development with Android SDK, Android NDK, Eclipse IDE, Along with Android ADT PlugIn, Native WEB and Hybrid Applications. Expertise In Developing Native And Hybrid Applications using HTML5, XML, CSS,

Work Experience

Android Application Developer

Sears - August 2014 - Present

- Participated in mobile development phases like Designing, Enhancements, Bug-fixing and maintenance of the Application.
- Android application development using Java, XML, JSON, GSON, SQLite, Fragments, Retrofit & Picasso.
- Focused on implementing rich user interface per UI/UX and Google's Material Design specifications.
- Maintain the Session Management for the app and Supporting screen orientations (landscape and portrait).
- Extensively utilized Retrofit library with OkHttp for API calls; Used the Picasso library for image caching.
- Designed efficient UI using SearchView, TabLayout, VideoView and RecyclerView.
- Worked on Push Notifications using FCM and integrated it in to the application to send notifications to the users.

Android Developer

Dada Entertainment, NY - September 2013 - July 2014

- Involved in design, development, testing, deployment and maintenance of mobile application.
- Implemented notifications to display the status of the download process and used pending notifications to invoke the media selected by the user.
- Used android content providers for adding wallpapers and ringtones to media gallery after download was completed, then user will be able to view in media.
- Implemented the search functionality allows the users to search ringtones by artist, album or ringtone.
- Used shared preferences for local credit management for displaying available credits in different activities of application.
- Created worker threads for handling long term operations to ensure best ui performance.
- Published the application to android market and updated with new releases.

Assistant Property Manager

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Objective

Assistant Property Manager with 6 years of experience is seeking to make use of my communication skills, interpersonal ability, organization, and management knowledge in property management activities in order to provide a high level of service and professionalism while contributing to the growth of the company.

Skills

HUD, Apartment Maintenance, Property Management, Tax Preparation

Work Experience

Assistant Property Manager

Residential And Commercial Properties - August 2014 - Present

- Directing the supervision of all maintenance and office personnel. Generating various reports including assisting and tracking insurances.
- Negotiating the vendor and contract service agreements and monitoring day-to-day operations.
- Setting the appointments, showing apartments, certifying potential residents and maintaining a high percentage of occupancy.
- Screening the applicants according to company policies and procedures.
- Ensuring that the new residents are properly moved in apartments including completing the move-in inspection, signing the lease agreement, and all necessary forms before turning over keys.
- Ensuring the departing residents are properly moved out and all paperwork is.
- Conducting regular inspection of the property and recommend improvement as necessary.

Assistant Property Manager

Residential And Commercial Properties - July 2012 - August 2014

- Assisted in coordination of maintenance and necessary services and followed-up to ensure timely completion.
- Assisted in solicitation and preparation of vendor bids and contracts.
- Assisted in rent collections, including following up on delinquencies, preparation of late notices and assessment of late fees.
- Received and took action on all complaints and services from tenants at assigned.
- Assisted the Property Manager in the coordination of tenant construction to ensure all rules and regulations are met and payments are processed.
- Assisted with a wide variety of special projects associated with renovation and remodeling of tenant space.
- Handled the prospect tours, credit check, and prepared move-in charges and lease.

Education

Assistant Restaurant Manager I

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Objective

Assistant Restaurant Manager I with 14 plus years of experience in the Hospitality domain is seeking to contribute proven hospitality talents, refined communications skills, and an excellent customer service attitude to a challenging environment and to fulfill my desire to become a professional in my field of endeavor seeking to apply these talents to forward thinking company that sees its people as an asset and encourages developmental growth as well as provides structured career plans.

Skills

Microsoft Office, Customer Service, Guest Services, Cash Management, Culinary Professional, Leadership Training

Work Experience

Assistant Restaurant Manager I

Al Maya Island & Resorts - March 2014 - Present

- Taking care the entire F&B operation of the Al Maya island resorts under the direct instruction of the F&B manager who is looking after Abu Dhabi Country Club Al Maya island resorts.
- Doing the key role for the resorts beach party with the great support of the F&B manager and the duty manager of the island.
- Scheduling and directing the staff in daily work assignments to maximize productivity.
- Efficiently resolving the problems or concerns to the satisfaction of all involved parties.
- Continually monitoring the restaurant and took appropriate action to ensure food quality and service standards were consistently met.
- Exhibited a thorough knowledge of foods, beverages, supervisory duties, service techniques and guest interactions.
- Assigning the tasks and overseeing the direction of employees to ensure compliance with food safety procedures and quality control guidelines.

Assistant Restaurant Manager

Hotel White Fort - March 2004 - 2014

- Gave the employee performance evaluations, set goals, and developed improvement plans.
- Coordinated and communicated with other departments to ensure guest satisfaction.
- Monitored the activities to ensure that customers receive satisfactory service, food, and facilities.
- Resolve complaints of unsatisfactory experiences.
- Supervised, directed and trained the employees engaged in providing excellent customer service.
- Directed front of house operations for the restaurant. Handled a variety of duties including budgeting, invoicing, recruiting, and scheduling.
- Hired, trained, coached, and motivated the staff of 21. Ensured satisfactory customer service is provided to a discerning clientele, company procedures are followed, and productivity

Assistant Retail Manager

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Objective

Assistant Retail Manager with 7 plus years of experience is seeking a job in the retail and hospitality industry to focus on sales and customer service goals.

Skills

Microsoft Office: Word, Excel, PowerPoint & Outlook, Ten Key Touch, Ecometry Registers, Visual Link.

Work Experience

Assistant Retail Manager

ABC Corp - January 2013 - Present

- Responsible for merchandising, buying, sales, inventory control, billing, special orders, displaying.
- In charge of opening the store, including counting tills, preparing bank deposits and facing the store.
- In charge of one to three employees at a time, delegating tasks, training, and mentoring.
- Interacting with the suppliers, receiving the shipment, and stocked shelves.
- Direct and supervise employees engaged in sales, inventory-taking and reconciling cash receipts.
- Selected to supervise the opening of 3 new locations throughout the state.
- Receiving multiple letters of recognition from the District Managers for excellent customer service.

Assistant Retail Manager

ABC Corp - August 2010 - May 2012

- Trained and motivated the staff for a better customer service and productive work.
- Improved the stores concepts. Optimized the inventory by monitoring for product shortages and ensuring efficient service usage.
- Created effective sales plans and implementing strategies to solidify client retention.
- Demonstrated leadership traits and reviewed operational records.
- Reported to the Store Manager to project sales and to determine store profitability.
- Inspected freight from shipments, reviewed daily logs and documented bank slips and deposit slips, trained associates on organizational requirements.
- Responsible for opening/closing store, maintaining cleanliness of store, cash handling, and customer service. Completed paperwork before opening and/or after closing the store.

Education

MBA in Hospitality And Events - 2013 to 2014(Johnson & Wales University)A.A.S - May 2010(Johnson & Wales University - Charlotte, NC)Bachelor Of Science in Food Service

Assistant Toddler Teacher

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Objective

Compassionate & warm early childhood education Assistant Toddler Teacher with 9 years of experience with diverse experience in different ages and levels of comprehension. Im adept at successfully managing large classrooms of young children, and have excellent communication and relationship-forming skills with children and parents. I am especially committed to a child's moral development and strongly encourage children toward empathy and being attuned to others feelings.

Skills

Certified In Early Childhood Education Skilled In Working With Special Needs Children Basic Sign Language Excellent Communication Lesson Plan Development First Aid & Fire Safety Strong Computer Calm Under Pressure Teamwork Oriented Compassionate, Friendly, Playful, Approachable, Engaging, Warm Reliable And Punctual Fast Learner Organized Proficient Multitasker

Work Experience

Assistant Toddler Teacher

Discovery Child Development - July 2015 - July 2016

- Provided overall care, affection, and guidance to children, every day, while also having the opportunity to teach them and watch them and myself grow.
- Maintained daily documentation records of childrens activities, growth learning, behaviors, meals, naps.
- Maintained, documented, and distributed quarterly educational assessments/outcomes using the teaching strategies gold website.
- Participated in level 3 keystone stars, which is an initiative of the office of child development of early learning to improve, support, and recognize the continuous quality improvement of early learning programs in pennsylvania.
- Created and implemented developmentally/age-appropriate curriculum lesson plans.
- Promoted good behaviors by using positive reinforcement methods and methods of redirection.
- Encouraged children to be understanding of others through compassion and empathy and patience.

Assistant Toddler Teacher

ABC Corp - October 2007 - January 2015

- Observed children for signs of illness, injury, emotional disturbance, developmental delays, and speech problems.
- Developed and maintained great relationships with parents, teachers, and superiors.
- Communicated with parents daily, including recording and explained any accidents or behavioral.
- Read stories to the children and taught them painting, drawing and crafts.
- Created an infant area, toddler area and preschool area of play within the daycare.
- Carefully monitored children play activities.

General Attorney

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Objective

Detail-oriented, conscientious and organized Attorney at Law who consistently takes initiative and perseveres even in the most trying of cases. Collaborates well with diverse clients of varying socio-economic and cultural backgrounds. In search of an exciting engineering position that will utilize my knowledge and work experience in the engineering field and give me a chance to learn from others regarding business practices, engineering and manufacturing principles, and intellectual property law.

Skills

Relationship Development, Contract Development, Art, Licensing & Royalties, Copyright Law, Branding, Intellectual Property Rights, Sales Negotiations, Budgeting

Work Experience

General Attorney

ABC Corporation - 2011 - Present

- Counseling clients on intellectual property protection planning and facilitating federal registration of trademarks/copyrights, in addition to business planning, entity selection, business acquisition/sale, claim liability, and prosecution or defense of lawsuits.
- Drafting and negotiating transactional documents, such as recording, distribution, licensing, asset purchase, and publishing agreements.
- Grew revenues by 30% each year and positioned practice within the top 90% of earnings for similar firms.
- Maintaining a loyal client base by establishing trusting alliances and fair billing practices.
- Drafting major regional and national banks commercial and industrial real estate purchase, loan and securitization documents while facilitating overall process improvement.
- Managing legal and compliance functions to support the evolving needs of a fast-paced and rapidly expanding digital agency.
- Publishing newspaper articles, especially regarding stimulating anti-corruption law compliance and interstate tax evasion.

General Attorney

ABC Corporation - 2007 - 2010

- Analyzed law and policy issues applicable to large banks or nonbank financial institutions under the jurisdiction to provide the foundation for the large bank or nonbank supervisory program.
- Provided oral and written legal advice with respect to the supervisory authorities, as well as whether supervised institutions are operating in compliance with statutory and regulatory requirements.
- Provided expert assistance in the planning and implementation of the supervision of large banks or nonbank financial institutions, including a review of examination reports that address whether supervised firms are operating in compliance with the law.
- Analyzed the methods and levels of compliance, and determined how the state of such compliance affects consumers who do business with supervised institutions.

Audit Supervisor

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Objective

A solutions-focused and detail-driven Audit Supervisor with 8+ years of experience, offering progressive, widespread, on-the-job construction coordination and project/process management experience for a global, billion-dollar firm.

Skills

Proficiency In Excel, Understanding Of GAAP Especially Not-for-profit, Understanding Of Internal Controls And Developing Adequate Controls, Staff Management And Training, Skilled Presenter.

Work Experience

Audit Supervisor

Siemens Industry Inc - 2011 - Present

- Conducting company-wide audits throughout all of North America for a variety of projects including upcoming led retrofits.
- Database collection for lighting studies and quality control for impending and completed construction projects for the leading, worldwide supplier of production, transportation, lighting and building technologies.
- Traveling extensively throughout geographically dispersed locations across the continental us including Burlington, MA, West Chester, PA, Manteca, CA South Ogden and Syracuse, UT and Rancho Cordova.
- Supervising operational activities on an ongoing daily basis, exercising tight cost control in an effort to maximize.
- Price realization; oversee projects including project organization, definition, planning, implementation, and control.
- Assisting the operational supervisor with installations, job cost re-estimates and work plan implementation.
- Complete maintenance contracts and service agreements enforcing adherence to and compliance with established terms.

Street Light Technician

San Francisco, CA - 2010 - 2011

- Repaired street lights, including fixtures and underground wiring across the San Francisco south bay.
- Installs, repairs, and performs regular maintenance on arterial and residential street lights to ensure adherence with guidelines, standards, practices, and procedures governing the installation and maintenance of street light systems.
- Works with 120/240 volt and 240/480 volt electrical systems in the installation and maintenance of City-owned roadway lighting; troubleshoots electrical problems; installs conduit systems to include pulling wires.
- Determines electrical requirements for street light installation and maintenance.
- Obtains estimates for materials and determines amounts needed to procure supplies and materials; assists in maintaining an inventory of street light material.

Behavior Analyst - Education

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

Over 4 years of experience as Assistant Behavior Analyst in the Educational domain with expertise in providing quality Behavioural services to students and staff training based on current practices in Applied Behavior Analysis.

Skills

Behavioral Assessments, Adaptive Assessments, Data Collection, Staff Training, Client confidentiality standards set by FERPA / HIPAA Privacy Rules.

Work Experience

Behavior Analyst - Education

Hogan Learning Academy - November 2015 – Present

- Execute and follow the ethical standards for behavior analysts as outlined through the BACB.
- Maintain client confidentiality through the standards set through FERPA / HIPAA privacy rule and the BACB.
- Conduct functional behavior assessment (FBA) for each assigned student and develop behavioral goals for each assigned students IEP and behavior support plan.
- Develop lesson plans and mastery criteria for students behavioral goals.
- Develop specific, individualized systems of data collection for each assigned student.
- Execution of data collection methods to support interventions and behavior change.
- Revise and update behavior support plans and behavior goals as data suggest the need for intervention change.

Behavior Analyst

ABC Corp - May 2013 – November 2015

- Behavior Analysts are responsible for conducting functional assessments, preference assessments, developing behavior analysis service plans, implementing acquisition and replacement programs, collecting data for target behaviors, and graph data accordingly on monthly progress reports; training and monitoring behavior assistants in the implementation and data collection of target behaviors.
- Behavior analysts are responsible for training and monitoring parents and caregivers in the implementation of the program.
- Implemented behavioral programs and established a rapport with the clients.
- Applied behavior implementation techniques to autistic children and provided in-home-supportive services to families.
- This is Dummy Description data, Replace with job description relevant to your current role.
- This is Dummy Description data, Replace with job description relevant to your current role.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Building Electrician

ROBERT SMITH

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Address: 1737 Marshville Road,
Alabama.

Objective

As a Building Electrician, perform installations, modifications, testing, repairs, and preventive predictive maintenance to all electrical distribution and voice data communications infrastructure serving the clients facilities.

Skills

Electrical Code Knowledge, Hand and Power Tools.

Work Experience

Building Electrician

Delta Corporation - March 2003 - June 2005

- Carried out electrical and system works using hand tools or power tools.
- Checked wiring and electric status for danger and faults.
- Performed tasks in accordance to safety procedures.
- Fitted electrical systems and equipment according to project specifications.
- Routinely inspected electrical systems, including wiring, fixtures, and appliances.
- Identified faults or hazards and
- Responded to fault requests. Installed new electrical appliances in the building.

Building Electrician

Delta Corporation - March 2005 - June 2007

- Worked with engineers, contractors, and consultants in evaluating the proper operation of the building systems.
- Performed other related duties as assigned, assisting other tradesmen, and emergency repairs
- Diagnosed and repaired electrical problems in commercial and domestic electrical systems, single and 3 phase including fault-finding, rewiring, commissioning, and monitoring.
- Carried out special investigations of Site performance including writing reports, as necessary.
- Conducted routine maintenance and testing on commercial and domestic electrical systems, and ensured installations were to manufacturer standards, including fire alarms, lighting, emergency lighting, and security systems.
- Ensured good quality workmanship that upholds company standards, complies with building codes and follows safety requirements.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Business Owner

ROBERT SMITH

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Website: www.qwikresume.com
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linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

Entrepreneurial business professional with 18 years experience possessing a strong emphasis in retail marketing and merchandising, store & territory management, sales, client-vendor relations, business start-up and development, and ability to quickly implement specific and timely service programs to maximize sales. To pursue a career that allows me to utilize my creative, customer service, and technical skills, and also to obtain new skills which allow me to grow and advance in my career.

Skills

Entrepreneur, Management, Merchandising, Marketing, Customer Service, Sales, Territory Account Management, Travel, Multi-Task Management, Self Starter

Work Experience

Business Owner

ABC Corporation - January 2003 - Present

- Built great rapport with all vendors in an effort to grow a relationship and generate business.
- Created social media accounts and built a Facebook business page with over 3,000 active users.
- Managing inventory levels and conducting market research in an effort to stock the latest inventory.
- Started the company from the ground up, while wearing every hat of the company.
- Key administrator in the development of annual business plans, forecasts, and budgets as well as short and long-term growth strategies.
- Handling all franchise finance and employee administration responsibilities including benefits, accounts payable/accounts receivable, payroll, workers compensation, unemployment, and all required federal and state government filings.
- Communicating with clients, and other individuals to answer questions and explain information.

Business Owner

ABC Corporation - January 2001 - December 2003

- Scheduled the project in logical steps and budget time required to meet deadlines.
- Acquired/retained high profile accounts via integrity, hard-work, and keen business savvy.
- Conferred with supervisory personnel, owners, contractors, or design professionals to discuss and resolve matters, such as work procedures, complaints, or construction problems.
- Trained employees in accordance with state and federal guidelines for the safe operation of the tanning equipment.
- Planned promotions, advertising, and marketing to increase business opportunities.
- Sold business for a profit to spring-board next entrepreneurial endeavor.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

CMM Programmer/Operator

ROBERT SMITH

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Address: 1737 Marshville Road,
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Objective

CMM Programmer with 2 plus years of experience in the Manufacturing domain is seeking a full time position as a CMM Programmer. I am a very meticulous and business oriented individual who is prepared to apply capacious technical and interpersonal skills to the advancement of my potential employer.

Skills

GD&T, Field Production, Quality Assurance, and Manufacturing

Work Experience

CMM Programmer/Operator

Flexible Metal Inc - July 2017 - Present

- Programmed coordinate measuring machines utilizing pc-dmis 2017 r2 software.
- Inspection findings are put into spreadsheets and/or documented into ms powerpoint presentations given to the customer.
- Inspection is accomplished by layouts, intricate table set ups, and cmm machines.
- Performing acceptance inspection requiring an in-depth working knowledge of metals, castings, forgings, weldments, plating, plastics, and rubber compounds.
- Thorough knowledge of machine tool work, mechanical theory, geometry, trigonometry, us and foreign blueprint dimensioning systems, gear geometry, gear clusters, and geometry of many types of threads is required.
- Working primarily on intake manifolds, sheet metal components, full assemblies.
- Performing calibration and certification on a variety of final acceptance and in-process gages, tools, jigs and fixtures, and other measuring equipment, extensive knowledge of statistical process control charting and problem-solving techniques for product acceptance purposes.

CMM Programmer/Inspection

Electrolux Appliances - March 2016 - July 2017

- Clarified order-related, technical measurement issues with the involved department/requestors in order to assure that orders are done in a timely manner with a high degree of quality.
- Checked and prepared CAD-Data (CATIA) with use with CMM& GOM measurement systems.
- Created statistical evaluations.
- Assisted in the examination of quality issues through root cause analysis and problem-solving methods.
- Participated in the continuous improvement activities within the organization as necessary.
- Knowledge of automotive and industrial standards ts-16949, iso-14001, ppap.
- Cmm programming and operation of brown & sharpe pcdmis (automotive sheet metal & plastic).

Construction Administrator III

ROBERT SMITH

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Objective

Dynamic, positive, and solutions-oriented Construction Administration professional with valuable experience of 22 years in pre-construction management, budgeting, cost control, and contractor coordination.

Skills

MS Office, MS Project, Primavera Suretrak Scheduling Software, Masterspec/Masterworks Specification Writing Software

Work Experience

Construction Administrator III

Towerpinkster Architecture & Design - 1994 - 2011

- Successfully moved from QuickBooks for contractors and implemented computerized accounting and project management software.
- Created and facilitated reporting and analysis that evaluate system/Technicians performance.
- Identified issues, analyzed available data and recommended the changes to management.
- Provided analytical support of actual results.
- Consolidated the data and provided help to drive strategic decision making of the operation
- Created and maintained compliance reports that identify discrepancies within the billing systems.
- Communicated with the MSO on the performance data and follows up with any corrections.

Construction Administrator

ABC Corp - 1989 - 1994

- Calculated Work in Progress on jobs on an ongoing basis and informed the Project Managers of variance from the forecast.
- Created, tracked and ensured that the invoices are accurate.
- Ensured admin fees are reconciled and up to date.
- Partnered with field execution activities for the audit team.
- Recommended areas of audit and developed the scope of audits.
- Gathered data for testing and evaluation of audit results.
- Demonstrated the ability to work in a time sensitive environment with competing demands.

Education

MS Studies - 1971 to 1974(Temple University - Philadelphia, PA)BS - 1962 to 1967(Pennsylvania State University - University Park, PA)

Creative Designer

ROBERT SMITH

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Objective

Savvy, effective senior graphic designer with web and project management experience. I am accustomed to meeting tight deadlines and navigating through fast-paced environments. Skilled in managing and/or creating business-to-business or business-to-consumer marketing materials for web and print.

Skills

Illustrator, Photoshop, Indesign, Flash, Dreamweaver, Powerpoint, Word, Acrobat, Excel

Work Experience

Creative Designer

Capital Group LLC - September 2016 - Present

- Developed design deliverables that elevate, differentiate and function on-brand and on-strategy digital and print marketing collateral.
- Visionary creator for motion graphics, art for videos, logos and social media posts.
- Oversee relationships with outside vendors on any stand-alone printed marketing pieces and Greek licensing standards.
- Responsible for key messaging, including audience promotions and advertising. Create user interface design style for the member portal.
- Assists with communication plans and develop creative briefs and design concepts to meet overall objectives.
- Conceptualization and visualization - Creating various layouts for Magazines, Posters, Flyers, Banners, mailers, e-cards creations, e learning modules, CBTs etc.
- Coordinated with Marketing Department to layout and design all new marketing collateral, while strictly adhering to established brand standards and templates.

Business Development Senior Designer

Paul Hastings LLP - January 2010 - July 2016

- Designed branded materials for use in internal and external communication.
- Incorporated original design concepts and templates across a wide range of marketing platforms.
- Identified tasks and duties associated with the projects, and developing timelines.
- Collaborated with a wide variety of clients to develop design product that meets the needs of attorneys.,
- Department stakeholders and business development managers and coordinators while also maintaining.
- Selected printing and design vendors and assuring high quality product(s) and achievement of target.
- Organized/archived electronic graphics files and graphic supplies, paper/vendor samples and printed.

Education

Bachelor of Arts in Graphic Design - (California State University - Los Angeles, CA)

Digital Marketing Specialist

ROBERT SMITH

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Objective

Marketing professional with a record of successful planning and execution of digital marketing strategies as well as website administration. Highly adaptable with written, creative analysis and problem-solving skills, and a background in diverse corporate environments including direct marketing, financial, retail, and communications industries.

Skills

Marketing Communications, Market Research And Analysis, Social Media Campaign Management, Market Research And Analysis, Website Development, Website Analytics, Google Analytics, SEO Optimization, WordPress Site Development, Brand Promotion Strategies, Web User Experience Analysis, Marketing Analytics, Market Research, Digital Photography, Design Layout

Work Experience

Digital Marketing Specialist

McDaniels Marketing - July 2014 - Present

- Developed and managed digital pay-per-click advertising programs using Google Adwords, Facebook, and third party content distribution networks.
- Performed monthly adjustments on client accounts/campaigns in Google AdWords and social media channels in order to maximize performance within current budget.
- Produced monthly performance reports for clients for SEM programs utilizing reporting tools such as Google Analytics; determined key metrics that were of primary importance to clients and provided trending data to compare results month-by-month.
- Supported business development through the development of comprehensive multi-channel digital advertising programs, written proposals and client presentations based on analysis of prospect's long-term goals and available budget.
- Implemented SEO strategies for client websites including layout, content optimization, keyword structuring, etc.
- Assisted in providing ROI analysis of clients digital marketing campaigns.
- Proven understanding and implementation of pay-per-click, search engine optimization, google analytics and data analysis.

Site Administrator/content Writer

JOEBATTLELINES.COM - January 2003 - Present

- Developed original written content for website including product reviews and interviews;.
- Designed site architecture to provide maximum user experience with visitor retention being top goal;.
- Optimized page content to increase site's organic seo ranking based on relevant keywords;.
- Utilized google and web host analytics tools to identify seo strengths and weaknesses and adjusted site content/layout accordingly;.
- Launched and maintained successful social media campaign that saw increase in followers by 25% annually;.
- Worked with members of the hasbro brand team on publicity for launch of sigma 6 line by launching a line-specific website sigma6central.com;.
- Served as news correspondent at relevant trade shows including the international toy fair held annually in new york;.

Education

Bachelors in Marketing - 1997(Illinois Wesleyan University - Bloomington, IL)

Director of Logistics

ROBERT SMITH

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Address: 1737 Marshville Road,
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Objective

A highly organized, take charge professional with more than 25 years of military experience in security, operations, logistics, budgets, management, and long-term strategic planning coupled with a keen sense of decision-making, professional proficiency, strong work ethic, and internal motivation to handle all challenges that arise.

Skills

Supplier Negotiations, Transportation Management, Finance, MicroSoft Office, Supply Chain Management

Work Experience

Director of Logistics

Training Squadron - May 2011 - Present

- Supervises through direct supervision and subordinate supervisors, the logistics flight which consist of Military Working Dog (MWD) inventory management, status control, shipping and receiving and kennel management operations.
- Supervises 86 kennel care workers, 6 assistant kennel masters, 1 kennel master and 9 Staff employees while overseeing a yearly budget of over 3.6 million dollars.
- Develops goals and objectives that integrate organization and logistics programs objectives.
- Researches interpret, analyzes and applies proper guidelines, policies, regulations, and safety management.
- Establishes policies and procedures for accomplishment of proper and adequate MWD logistics.
- Program per applicable AFIs, policies, regulations, and all pertinent guidelines. Plans and schedules work in a manner that promotes a smooth flow and even distribution.
- Coordinates, plans, and schedules with other organization managers as appropriate.

Director Of Logistics I

Us Navy - December 1990 - September 2011

- Responsible for the law enforcement and force protection in the United States Navy, the equivalent to the United States Army Military Police, the United States Marine Corps Military Police, the United States Air Force Security Forces, and the United States Coast Guards Maritime Law Enforcement Specialist.
- Master-at-arms provide waterborne and land security, Aircraft and flight line security, strategic weapons and cargo security, maritime security, and platform protection.
- They conduct customs operations, corrections operations, detainee operations, and protective service operations.
- MAS perform force protection, physical security, and law enforcement, and organize and train personnel in force protection, physical security, law enforcement, and weapons proficiency.
- They develop plans for physical security and force protection enhancement of Navy bases, installations, property, and personnel, and assist commands in conducting terrorist threat analysis and implementing defensive measures.

Robert Smith

ERP Coordinator

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Website : www.qwikresume.com

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As an ERP Coordinator responsible for ensuring the data integrity of ERP programs and that acceptable controls and auditing procedures are in effect.

SKILLS

ERP Implementation, Organization.

WORK EXPERIENCE

ERP Coordinator

Delta Corporation - Jan 2001 - Jan 2005

- Ensured that application systems were developed in a way that complies with architectural standards and established methodologies and practices.
- Fostered and maintained good relationships with all stakeholders to ensure processes were integrated to support expected service compliance and usage levels.
- Developed requirements for assigned areas of operations in all levels and departments of the organization, including capacity planning.
- Coordinated and managed ERP vendor on an as-needed basis.
- Generated and distributed regular reports on system performance, data quality, and key metrics to stakeholders and management.
- Developed comprehensive dashboards and reports to provide strategic insights into module performance and institutional effectiveness.
- Able to conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.

ERP Coordinator

Delta Corporation - Mar 2005 - Dec 2005

- Assisted in the planning, coordination, and execution of ERP system projects.
- Worked closely with cross-functional teams to ensure that projects were completed on time, within scope, and budget.
- Coordinated with cross-functional teams to gather requirements and develop project plans.
- Tracked project progress, identify risks, and implement mitigation strategies.
- Coordinated training sessions for end-users on new ERP functionalities.
- Assisted in the testing and validation of ERP system configurations.
- Prepared and maintained project documentation, including project plans, status reports, and meeting minutes.

EDUCATION

Robert Smith

ERP Specialist

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As an ERP Specialist responsible for providing management, marketing, and graphics support for the team. Providing appropriate mentorship to ensure the development of direct reports (where applicable) and effective leadership and coaching.

SKILLS

Analyze and understand existing software, Conflict resolution, Consulting experience.

WORK EXPERIENCE

ERP Specialist

Delta Corporation - Jan 2001 - Jan 2005

- Participated in the analysis of customer requirements and production system design.
- Conducted iterative scoping workshops and forums.
- Assisted in the development of a ‘future state’ analysis of client processes (including those which are not currently contemplated).
- Delivered high-value, strategic consultancy services to clients, ensuring that objectives were met by project program plans and strategies.
- Provided advice and guidance on the best use of Unit4 ERP functionality by agreed outcomes and plans as part of formalized implementation projects/programs.
- Provided direction to contractors assigned to implementation projects/programs under the guidance.
- Provided quality assurance in all aspects of the System Design and Build.

ERP Specialist

Delta Corporation - Mar 2005 - Dec 2005

- Identified potential design issues in information system architecture and advised best practices to enhance the solution.
- Generated, maintained, and produced timely and accurate reports to support business use as needed.
- Ensured that the BPCS system complies with relevant regulations and security standards.
- Implemented necessary controls to protect data and system integrity.
- Managed ERP-related projects, including planning, execution, monitoring, and reporting.
- Provided technical support and assistance to users experiencing issues with the ERP system.
- Troubleshoot and diagnosed software and system problems, ensuring timely resolution of user inquiries.

EDUCATION

Robert Smith

Fashion Merchandiser

Phone (123) 456 78 99

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As a Fashion Merchandiser responsible for working closely with buyers, buyers assistants, and buyers assistants assistants to obtain products. Evaluating merchandise and assisting in buying department decisions. Building relationships with key vendors and suppliers.

SKILLS

Knowledge of inventory management and supply chain logistics, Forecasting and budgeting.

WORK EXPERIENCE

Fashion Merchandiser

Delta Corporation - Jan 2001 - Jan 2005

- Researched fashion trends, consumer preferences, and market demands to identify opportunities for new design concepts and product innovations.
- Developed design concepts, sketches, mood boards, and storyboards to communicate creative ideas, themes, colors, fabrics, and silhouettes for each collection or product line.
- Collaborated with cross-functional teams, including merchandisers, marketers, and production managers, to ensure alignment of design concepts with brand strategy, target audience, and business objectives.
- Created detailed technical drawings, specifications, and tech packs for garment construction, providing clear instructions and measurements for patternmakers, sample makers, and manufacturers.
- Sourced and selected fabrics, trims, embellishments, and materials for prototypes and samples, coordinating with suppliers, vendors, and manufacturers to procure quality materials within budget and timeline constraints.
- Oversaw the sample development process, conducting fittings, adjustments, and revisions to ensure accurate garment fit, drape, and proportion according to design specifications.
- Designed presentation material, including product detail sheets, signage, and shipping containers.

Fashion Merchandiser

Delta Corporation - Mar 2005 - Dec 2017

- Monitored and maintained visual elements, such as signage, lighting, and props, to ensure they were in good condition and enhanced the customer experience.
- Kept informed about product features, benefits, and promotions to effectively communicate with customers.
- Collaborated with marketing and sales teams to promote featured products and special offers through visual displays.
- Created themed displays and promotions to support marketing initiatives and seasonal campaigns.
- Monitored inventory levels of display materials, props, and signage and reordered as needed.
- Coordinated with store management to ensure timely delivery and installation of display materials.
- Kept track of display expenses and maintained budgets for visual merchandising initiatives.

EDUCATION

Sr. Finance Clerk

ROBERT SMITH

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Objective

A self-motivated Sr. Finance Clerk offering a strong work ethic with determination to complete tasks in a timely manner. Accurate and detail-oriented with extensive clerical knowledge of 9 years in the Finance domain.

Skills

Microsoft Office, Cash Handling, Customer Service, Data Entry, Problem Resolution, SAP, QuickBooks, Microsoft Office, Jd Edwards

Work Experience

Sr. Finance Clerk

United Nation Mission In Ethiopia And Eritrea - November 2007 - February 2015

- Processed all travel claims and adjusts related vouchers, under the supervision of the Disbursement Officer.
- The focal point of electronic archiving in the finance section and scanning all financial vouchers and documentation, through easy electronic archiving system.
- Processed travel claims of outside mission area in accordance with un financial rules and regulations, for international, UNVS and national staff as per travel authorization, calculating their entitlement in terms of DS, terminals and miscellaneous expenses.
- Recorded entries into sun business and sun account for corresponding payments.
- Processed in sun account travel advances for international, UNVS and national staff who travel on official business outside mission area as per travel authorization.
- Processed reimbursement of entry medical expenses for the international and local staff.
- Processed within mission area travel claims for international and UNVS based on authorized mops, calculating entitlement amount to be settled and recording in sun business for the corresponding payments.

Finance Clerk

ABC Corp - October 2004 - January 2005

- Made phone calls to collect payments from providers, subscribers, etc.
- Received calls and make calls to provider/member regarding payments, payment arrangements/delinquent account.
- Managed the business license renewals and helped new businesses obtain appropriate licenses before opening.
- Maintained responsibility for all accounts receivable and processed incoming checks into the cash register.
- Served as the first point of contact for the front desk to process incoming payments, answer the telephone and direct questions to the proper departments.
- Greeted customers, vendors, and residents at the window answered questions, directed customers, vendors, and residents to other departments.
- Received payments from walk-ins for sewer/trash, real estate tax billing, and permits.

HR Generalist

ROBERT SMITH

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Alabama.

Objective

Highly motivated and goal oriented Human Resources Professional with progressive experience improving HR systems to meet organizational objectives and goals. Works in collaboration with senior management to support company wide initiatives and programs.

Skills

Staff Recruitment, Organizational Development, Employee Relations, Microsoft Office, Communications, Benefits Administration, Employee Engagement, HRIS Technologies

Work Experience

HR Generalist

ABC Corporation - March 2014 - October 2015

- Provided managers with the tools and techniques to enable them to coach staff and comply with hr policies and programs.
- Oversight from the director of e&lr, managed employee/labor relations matters including investigations and recommendation for corrective action.
- Engaged client groups to ensure up-to-date knowledge of client operations, organizational structure and culture, staffing changes and potential hr issues.
- Served as a primary point of contact to facilitate business needs between managers and hr centers of excellence.
- Maintained a thorough understanding of union contracts and CBA guidelines to serve as a front line for managers on questions.
- Coordinated union correspondence on required notifications and grievance responses for select client groups.
- Business partner on the coordination of all unemployment claims and hearings with a third-party administrator.

HR Coordinator

ABC Corporation - November 2013 - March 2014

- Supported director of human resources in all functional areas of the hr department.
- These areas included compliance, recruitment, onboarding, reference and background investigations, and mandatory compliance training.
- Participated in the cross-functional team to enhance employee engagement and community awareness.
- Streamlined processes and created the first ever training manual for the human resources department.
- Skills used excellent communication, interpersonal and multi-tasking skills to easily and effectively interact with all individuals and meet aggressive timelines.
- Contact for employees to insure consistent adherence to hr policies, procedures, and practices.
- Work closely with payroll administrator to ensure accurate and on time payroll processing.

International Customer Service Representative

ROBERT SMITH

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Objective

Dedicated Customer Service Representative with experience in sales, customer service, international process motivated to maintain high customer satisfaction and contribute to company success.

Skills

Strong organizational skills, Active listening skills, Invoice processing, Seasoned in conflict resolution, Adaptive team player, Sharp problem solver, Data Entry

Work Experience

International Customer Service Representative

DuPont Personal Protection - July 2005 - February 2008

- Answers customer/account requests or inquiries concerning services, products, billing, equipment, claims, and report problem areas.
- Process and confirm orders by phone, fax, or email into the AS400 system and/or SAP.
- Verify that information in the computer system was up-to-date and accurate and pull timely reports to analyze order data.
- Create processes and systems for increasing customer service satisfaction. Cross-trained and provided back-up for other customer service representatives when needed.
- Accurately and efficiently complete necessary export documents for custom/international purposes.
- Provide customers/ sales representatives with accurate information concerning inventory availability, order assignment, pricing, and shipping details as necessary.
- Develop and refine strategic and operational compliance procedures and practices necessary to show reasonable, due diligence and achieve best in class customer service practices.

Bank Teller

Hertitage Commnity Bank - March 2003 - February 2004

- Opened new customer accounts, including checking, savings and lines of credit.
- Balanced daily cash deposits and bank vault inventory with a zero error rate.
- Processed cash withdrawals. Researched and resolved customer issues on personal savings, checking and lines of credit accounts. Examined checks for.
- Identification and endorsement. Entered member transaction data into the online banking software. Processed treasury, tax and loan payments. Reported.
- Confidentiality of bank records and client information. Delivered prompt,.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

Education

High School Diploma - 2013(Florence Darlington Technical College - Florence, SC)
High School Diploma - 2001(McBee High School - McBee, SC)

Junior Financial Analyst

ROBERT SMITH

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Objective

4 years of Financial experience in fast- paced and high-pressured environment with proficiency in QuickBooks and Microsoft Office including Word, Excel, PowerPoint, and Outlook. Coherent knowledge of GAAP principles and ability to report and analyze.

Skills

Financial Modeling, Microsoft Office, Excel, Analysis & Reporting, Financial Statements, Analytical skills

Work Experience

Junior Financial Analyst

Premier Plumbing Supply - September 2014 - December 2016

- Analyse Financial data to aid Accounting teams in the preparation of Monthly, Quarterly, and Annual inventory counts by using sensitivity analysis of estimating cost and revenue.
- Assisted Accounts Manager with Financial Budget estimates for all ongoing and new projects.
- Assist in preparation of Monthly and Quarterly forecasted reports for project budgeting from \$50,000-\$100,000.
- Generate models and ad hoc analysis reports from quantified data to assist senior management.
- Financial presentations on data findings of Financial Reports, Cost analysis, and Revenue.
- Assisted in variance reporting- comparing actual costs with forecasted costs, used to reconcile budgets for multiple ongoing projects.
- Expertise in using Dynamic reporting tools and platforms like DO-ITT, IBM Cognos, SAS, ATLAS SAP to be able to generate and optimize financial reports.

Accounting Clerk

Premier Plumbing Supply - May 2012 - August 2014

- Produced A/R and A/P aging reports, Income and P&L statements, and sales projection reports for management on a weekly basis.
- Audited accounts payable to ensure accuracy in billing and items being coded to correct general ledger accounts.
- Coded, posted, processed, and maintained terms and discounts for 60-100 invoices a week into the system.
- Assisted accounting and finance departments with bank reconciliations, processing payments, sales tax obligations.
- Managed customer accounts such as receiving payments, making collection calls, and resolving account discrepancies.
- Issued checks with attention to details for vendors and ensured payments were received in time.
- Maintained distributor and manufacturing supplier accounts and purchase orders on a daily basis.

Education

Bachelor of Science in Finance - May 2011 (University of Illinois - Chicago, IL)

Junior Software Engineer

ROBERT SMITH

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Alabama.

Objective

2+ Years Of Progressive Experience working with PHP and MySQL. Expert knowledge of Hand-coded HTML, JavaScript, Ajax And Standards-compliant CSS, Familiar With Codeigniter Framework and MVC Architecture. Excellent Programming and strong Problem-Solving ability.

Skills

MYSQL, PHP, AJAX, ARCHITECTURE, CSS

Work Experience

Junior Software Engineer

ABC Corp - 2015 - 2016

- Developing and creating PHP MySQL applications as per the specifications.
- Testing and analyzing programming projects and reporting the same to the programming manager.
- Designed, developed, coded, tested and debugged system requirements for the purpose of conversions and development projects.
- Performed other related tasks under the instructions of a senior PHP programmer.
- Implemented, prepared, executed and installed support to assure quality system changes.
- Prepared required documentation both at the program level and user level and maintained records to document revisions.
- Assisted in the review and analysis of detailed program specifications and in program design to meet changes required in the work processes.

Software Engineer

ABC Corp - 2014 - 2015

- Pac man game (c++) a graphics based game, with time limitations and several levels.
- Mobile billing management (java, ms SQL 2008) keeps track of the calls and generates the bill for mobile users.
- Computer shop management system (ms sql 2005) a simple program that could be used by a shop for keeping track of purchased and sold goods, also search for availability.
- Ticket management system for balaka cineworld (c#, ms sql 2008 r2) a full.
- Featured desktop based program for cineplex developed for balaka cine world.
- Traveling website banglarpothik (. Net, c#, ms sql 2008 r2) full-featured traveling.
- A website for Bangladesh, with an individual profile, recommendation, and panel for travel.

Education

Bachelor Of Information Technology - (University Of Colombo)

Robert Smith

Lash Artist

Phone (123) 456 78 99

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Website : www.qwikresume.com

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

Address: 1737 Marshville Road, Alabama

SUMMARY

As a Lash Artist, responsible for providing a range of eyelash services to our clients, including eyelash extensions, botulinum toxin treatment, and esthetic laser treatment expertise in eyelash styling and other related beauty treatments will contribute to enhancing the natural beauty of our clients.

SKILLS

Professionalism, Time Management.

WORK EXPERIENCE

Lash Artist

Delta Corporation - March 2007 - June 2009

- Responsible for proper sanitization of all implements according to The Lash Lounge protocol and licensing to ensure no contamination of equipment.
- Responsible for sharing, in general, the overall cleanliness of the salon, including keeping common areas picked up and organized, helping with laundry duties, picking up and taking out the trash, and helping wherever asked/needed.
- Helped promote salon and services at supplementary events, performing services upon request to help build the brand.
- Able to engage and retain customers.
- Maintained a clean, sterile, and visually appealing workspace.
- Conducted client consultations to determine appropriate lash services.
- Educated clients on proper aftercare requirements and follow-up services.

Lash Artist

Delta Corporation - August 2009 - June 2013

- Performed lash services including extensions and tinting with the utmost precision.
- Promptly acknowledge clients upon arrival and departure.
- Provided a high level of customer service to clients.
- Conducted product demonstrations and provided recommendations to clients on eyelash care and aftercare products.
- Utilized salon software to schedule appointments, and manage client information.
- Stayed up-to-date with industry trends and techniques related to eyelash extensions/lifts/tints/Brow Laminations and Brow Tints.
- Expert in eyelash extensions, lash and brow tinting, eyelash perming, facial threading, and permanent makeup procedures.

EDUCATION

Robert Smith

Learning Support Assistant

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As a Learning Support Assistant, developed decision-making responsibilities to ensure that the operations of the unit can continue to move forward during absences.

SKILLS

Learning Disabilities, Special Education.

WORK EXPERIENCE

Learning Support Assistant

Delta Corporation - 2013 – 2014

- Ensured operations are providing quality customer service and that deadlines are met.
- Answered inquiries and resolved complaints and problems that were sensitive.
- Provided instructional/technical support for all aspects of services.
- Served as the supervisor for the course materials distribution service.
- Reported directly to the Access and Curriculum Services Manager.
- Assisted manager with daily operations.
- Provided complex technical problem-solving support services for course materials with faculty, staff, and students to support Rosss courses.

Learning Support Assistant

Delta Corporation - 2000 – 2012

- Participated in meetings with parents, teachers, and other professionals to discuss student progress and set goals.
- Communicated regularly with parents and guardians to provide updates on student progress and address any concerns.
- Maintained accurate records of student progress, attendance, and behavior.
- Assisted in the preparation of reports and documentation required for Individualized Education Plans (IEPs) and other special education documents.
- Helped organize and manage classroom resources and materials.
- Supervised students during classroom activities, recess, lunch, and field trips to ensure their safety and well-being.
- Assisted students with personal care needs, if required.

EDUCATION

Media Executive

ROBERT SMITH

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Objective

As a Media Executive, developed and implemented comprehensive media strategies that align with business goals and enhance brand visibility, conducted market analysis and audience research to inform strategic decisions and identify growth opportunities.

Skills

Creative Skills, Good Analytical Skills.

Work Experience

Media Executive

Delta Corporation - 2000 - 2000

- Worked closely with cross-functional teams, including marketing, sales, and product development, to align media strategies with overall business objectives.
- Built and maintained relationships with external partners, such as media agencies, influencers, and advertisers.
- Stayed updated with industry trends, emerging technologies, and best practices in media and entertainment.
- Integrated new technologies and innovative approaches to keep the company at the forefront of the media landscape.
- Ensured all media content and operations comply with legal regulations and ethical standards.
- Implemented and enforced company policies and procedures related to media production and distribution.
- Developed and implemented crisis communication plans to address and manage any potential media-related issues or reputational risks.

Media Executive

Delta Corporation - 2000 - 2010

- Worked closely with cross-functional teams, including marketing, sales, and product development, to align media strategies with overall business objectives.
- Built and maintained relationships with external partners, such as media agencies, influencers, and advertisers.
- Stayed updated with industry trends, emerging technologies, and best practices in media and entertainment.
- Integrated new technologies and innovative approaches to keep the company at the forefront of the media landscape.
- Ensured all media content and operations comply with legal regulations and ethical standards.
- Implemented and enforced company policies and procedures related to media production and distribution.
- Developed and implemented crisis communication plans to address and manage any potential media-related issues or reputational risks.

Medical Sales Representative I

ROBERT SMITH

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Objective

An accomplished Medical Sales Representative I with 14 plus years of experience and successfully driving revenue, and net contribution growth. Strong sales experience including training doctors to bill for services, in-service training, Capital Equipment(\$5k to \$20k), B2B, marketing. Call points to doctors, nurses, office managers, and medical assistants. Great communication skills, Acclivus training, training sales team, presentations. Proficient in Spanish.

Skills

Negotiation, Adaptability, Ability Work Under Pressure, Decision Making, Conflict Resolution

Work Experience

Medical Sales Representative I

Global Sleep/emblem Resources - February 2006 - Present

- Assisting the Territory Manager in achieving sales results at or above established quotas for total and individual product segments.
- Additional responsibilities will include managing, directing, and assisting any authorized product distributor.
- Supporting Territory Managers, accounts and patients within the geography.
- Becoming a customer penetration and relationship development specialist to develop innovative design-wins by linking the customer's technical requirements / needs with the Company's vast design and development options coupled with our extensive product line variants.
- Becoming a product technical and application knowledge authority.
- Establishing rapport with our top accounts, ensuring that the product remains the preferred connector supplier and developing a territory plan to guarantee success and growth.
- Professionally built strong, solid and trustworthy relationships with targeted physicians, offices and nurses. Incorporated the "platinum rule" with physicians and tailored product presentations to their specific needs and personalities.

Medical Sales Representative

Global Sleep - February 2004 - 2006

- Utilized the technical sales experience to focus on selling and developing accounts that present the highest ROI for the sales efforts.
- Teamed with all the departments and divisions worldwide to deliver design wins and develop state-of-the-art customer solutions.
- Communicated the vision, concept or technically detailed material without information loss to the customer.
- Complied with all Safety policies and procedures at all times while conducting company business.
- Maximize sales with targets set by the company.
- Effectively managed and prioritized time to complete administrative activities daily.

Mobile Associate

ROBERT SMITH

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Objective

As a Mobile Associate, responsible for providing regular updates to management on sales performance, customer feedback, and operational issues. Contributing ideas and suggestions for improving store operations and customer satisfaction.

Skills

Language Proficiency, Sales Analytics.

Work Experience

Mobile Associate

Delta Corporation - March 2003 - June 2013

- Helped customers pick up right where they left off in their shopping journey, whether online, through
- Customer Care, or In-store. Explored individual needs and provided hands-on demonstrations of the latest and greatest technology in-store.
- Engaged in side-by-side selling to find personalized solutions beyond the bare-bones device and service plan that kept our customers connected to the people and lifestyle they loved, including anything from unique accessories to cutting-edge IoT devices in the past.
- Approached service and sales needs with composure, integrity, and compassion in the past.
- Completed training in-store experience, new skills and processes, knowledge of systems, and reference resources.
- Made the most of their time on shift, consistently seeking out information between customers, and learning about innovations in wireless and technology.
- Established relationships with and partnered with T-Mobile employees across channels, including business and customer service.

Mobile Associate

Delta Corporation - August 2013 - June 2015

- Educated customers on product features, specifications, and benefits.
- Assisted customers with device setup, troubleshooting common technical issues, and provided basic technical support.
- Referred complex technical problems to appropriate channels for resolution.
- Processed sales transactions accurately and efficiently using point-of-sale (POS) systems.
- Handled cash, credit cards, and other payment methods according to company policies and procedures.
- This is Dummy Description data, Replace with job description relevant to your current role.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Senior Nurse Care Manager

ROBERT SMITH

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Address: 1737 Marshville Road,
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Objective

Senior Nurse Care Manager with 8 years of experience in the Technology and the Healthcare domains is seeking to obtain a position in the computer information system field, that will allow me to utilize my skills and healthcare experience.

Skills

EPIC, Soriano, IBEX, Microsoft Office, CCA, Excel, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Work Experience

Senior Nurse Care Manager

CMCS - November 2012 - Present

- Identifying the potential clients suitable for case management intervention.
- Initiating contact with member/family, physician, and health care providers/suppliers to discuss the ATP/discharge possibilities and solicit information.
- Conducting a thorough and objective evaluation of the clients current status including physical as well as psychological.
- Preventing the prolonged hospitalizations and allowing the discharge from hospitals and other settings when a clients needs can be provided for in a more cost-effective, less intensive setting.
- Coordinating appropriate utilization of contract benefits for providers, physicians, and members.
- Coordinating and implementing the delivery of approved services for the alternative treatment plan/discharge plan.
- Taking the responsibility for extensions, revisions, or termination of previously established plans.

Nurse Case Manager

Pinnacle Hospital - 2010 - November 2012

- Worked closely with the inpatient staff and physicians to develop a treatment plan and provide timely, cost-effective medical care.
- Assisted with utilization review for cms standards and quarterly chart audits.
- Worked per diem as a patient care nurse on the eighteen-bed medical unit.
- Set up patients with home health care or durable medical equipment as ordered by their physician.
- Completed a thorough home environmental assessment on all newly admitted patients.
- Called in clinical data in regards to the patient to the insurance companies, and provided updated clinical information as requested.
- Performed case management activities including assessment, planning, implementation, coordination, monitoring, and evaluation.

Salesforce Scrum Master

ROBERT SMITH

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Objective

As a Salesforce Scrum Master, responsible for ensuring that Scrum projects stay on track. Facilitated communication between team members, providing clarity around goals and objectives, and resolving conflicts when they arise.

Skills

Excellent communication, collaboration, and conflict-resolution skills.

Work Experience

Salesforce Scrum Master

Delta Corporation - 2016 - 2017

- Planned, coordinated, and monitored all project activities ensuring all deliverables met quality and performance objectives
- Created and delivered project-level documentation and provided scheduling coordination (i.e. status meetings and reports, working sessions and agendas, RAID logs, and Project Plans.)
- Served as a liaison between client and technical areas to assess and develop end-user, business, and service requirements.
- Maintained responsibility for performance, cost, scope, schedule, and quality
- Maintained a high level of communication with internal and external teams; providing clear, tactful, and complete directives, realistic deliverable deadlines, and prompt feedback
- Worked side-by-side with project and departmental team members in a hands-on capacity in order to ensure that all deliverables meet client expectations
- Performed and facilitated business analysis, quality assurance, systems testing, and user acceptance activities.

Salesforce Scrum Master

Delta Corporation - 2018 - 2020

- Manage medium to large projects.
- Establish and maintain positive working relationships with CSB-IT staff, other county/agency staff, and/or contracted resources.
- Create, review, and maintain project management plans, schedules, meeting agendas and minutes, risk/issue logs and lessons learned at a minimum.
- Manage projects according to the approved Governance policies and procedures.
- Utilize the Atlassian tool suite to track milestones, tasks, and deliverables against the baseline, taking action to address any variance, and reporting variances and corrective actions to the PMO Manager.
- Schedule, prepare for and facilitate project meetings.
- Communicate project status to stakeholders, escalate and/or address issues in a timely manner.

Robert Smith

Security Control Assessor

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As a Security Control Assessor, provided a comprehensive verification and validation report (certification report) for the information system, and provided process improvement recommendations.

SKILLS

Vulnerability Assessment, Security Testing and Evaluation (ST&E).

WORK EXPERIENCE

Security Control Assessor

Delta Corporation - 2004 - 2013

- Assisted the Government in drafting standards and guidelines for the usage of Education and Experience.
- Expert in security or system engineering in five or more areas, including telecommunications concepts, operating systems, databases/DBMS, middleware, applications, web servers, SANS/Netaps, Active Directory, firewalls, and controlled interfaces.
- Worked for an established company that values your stable career.
- Worked with a team that loves their job and making cool stuff.
- Grown skills in management or work toward becoming an expert.
- Assessed the configuration management (change configuration/release management) processes.
- Assessed changes in the system, its environment, and operational needs that could affect the accreditation.

Security Control Assessor

Delta Corporation - 2000 - 2012

- Conducted comprehensive evaluations of security controls to determine their effectiveness and compliance with established standards such as NIST SP 800-53.
- Developed and executed security assessment plans, including detailed test cases and methodologies.
- Identified and assessed security risks and vulnerabilities within information systems.
- Provided recommendations for risk mitigation and remediation actions to address identified security gaps.
- Ensured that information systems comply with federal regulations and standards, including FISMA and other relevant policies.
- Prepared detailed assessment reports and documentation to support compliance and certification efforts.
- Developed and maintained security documentation, including Security Assessment Reports (SARs), System Security Plans (SSPs), and Plans of Action and Milestones (POA&Ms).

EDUCATION

Technical Architect

ROBERT SMITH

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Objective

Enterprise Technical Architect using Togaf & Zachman Frameworks, Enterprise Blueprints, Strategic Planning, Roadmaps, Standards & Financial Analysis & Budget Development IT Operations & Organizational Planning E-Commerce Mobile Technologies (IOS/Objective-C) Application Development using JEE/Java.

Skills

IBM OS, Mac OS X, up to AutoCAD 2013, MS Office Suite, Vectorworks, InDesign, Photoshop, SketchUp, Paint Shop Pro, Illustrator, File Maker Pro, ArchiCAD, Revit Architecture 2011, HTML/Dreamweaver.

Work Experience

Technical Architect

ABC Corporation - March 2010 - June 2013

- Planned, the design presented UNIX system documents for infrastructure architecture by business requirements.
- Researched, evaluated and defined appropriate system and architecture solutions to meet business requirements.
- Advised and analyzed system capacity, performance and contingency concerns.
- Planned, installed, configured and upgraded TSM file sets; planned backup schedules completed backup or restore requests and fixed backup failures.
- Provided enterprise technology development advice to management boards in support of the overall business strategy.
- Provided support for SAN storage, fiber channel and DR site implementations.
- Consulted and led production critical issue resolutions Projects to include but are not limited to CCSR EDW Project Purpose.

Technical Architect

ABC Corporation - 2009 - 2010

- Java, WebLogic, OAM) WebLogic & Oracle Middleware Subject Matter Expert, including implementation and architect experience with the following OBIEE 11.1.1.6+, OAM 11g R2 11.1.2.0+, OID 11g, OHS 10.11g, EBS AccessGate, WebGate Oracle Identity & Access.
- Developed in Java, custom OAM Authentication schemes & plugins for Kerberos Single Sign-On Developed custom LDAP utilities for help desk, working with several application teams to migrate existing FMW & Non-FMW applications to Access Manager SSO, including OHS 10g / 11g WebGate & IIS WebGate configuration.
- Setup & configured AppManager for application monitoring in addition to using OEM for monitoring.
- Comfortable writing complex WLST scripts for automation, integration.
- Designed and implemented password management solution using Lieberman Enterprise Password Manager, wrote custom WLST scripts for Oracle Middleware integration.

Track Field Athletic

ROBERT SMITH

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Address: 1737 Marshville Road,
Alabama.

Objective

As a Track Field Athletic, participated in special activities including parents night, banquets, award nights, and pep assemblies.

Skills

Injury Prevention, Athletic.

Work Experience

Track Field Athletic

Delta Corporation - 2004 - 2013

- Attended staff development meetings, clinics, and other professional activities to improve coaching performance.
- Performed any other related duties as assigned by the Head Track Coach, Athletic Director & Principal or other appropriate administrator.
- Organized and directed individual and small group practice activities/exercises as directed by the head coach.
- Hired and supervised students to staff the and facility setup needs.
- Scheduled and staffed the setup and breakdown of all Converse Family athletic complex events.
- Provided assistance with recreational/ Intramural activities, ordering, and inventory of recreation equipment.
- Enforced consequences for breach of such standards.

Track Field Athletic

Delta Corporation - 2000 - 2012

- Attended staff development meetings, clinics, and other professional activities to improve coaching performance.
- Performed any other related duties as assigned by the Head Track Coach, Athletic Director & Principal or other appropriate administrator.
- Organized and directed individual and small group practice activities/exercises as directed by the head coach.
- Hired and supervised students to staff the Rose Bente Lee Center and facility setup needs.
- Scheduled and staffed the setup and breakdown of all Converse Family athletic complex events.
- Provided assistance with recreational/ Intramural activities, ordering, and inventory of recreation equipment.
- Enforced consequences for breach of such standards.

Education

Train Driver

ROBERT SMITH

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Objective

As a Train Driver, responsible for understanding and following railway regulations, safety protocols, and operating procedures is fundamental for legal and safe train operations.

Skills

Interpersonal, Conflict Resolution.

Work Experience

Train Driver

Delta Corporation - 2000 - 2000

- Troubleshooted and resolved technical issues that may arise during operations.
- Complied with environmental regulations and contributed to sustainable practices in train operations.
- Trained and certification programs may be provided by the employer for qualified candidates.
- Climbed ladders, walked on uneven surfaces, and lifted heavy objects.
- Obeyed signals, speed limits, and other operational rules.
- Experienced with train control systems and equipment.
- Provided excellent customer service to passengers, if applicable, by assisting with boarding, providing information, and ensuring a comfortable journey.

Train Driver

Delta Corporation - 2000 - 2000

- Troubleshooted and resolved technical issues that may arise during operations.
- Complied with environmental regulations and contribute to sustainable practices in train operations.
- Trained and certification programs may be provided by the employer for qualified candidates.
- Climbed ladders, walk on uneven surfaces, and lift heavy objects.
- Obeyed signals, speed limits, and other operational rules.
- Experienced with train control systems and equipment.
- Maintained accurate records of train movements, delays, and incidents.

Education

Robert Smith

Transportation Project Manager

Phone (123) 456 78 99

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Website : www.qwikresume.com

LinkedIn: linkedin.com/qwikresume

Address: 1737 Marshville Road, Alabama

SUMMARY

As a Transportation Project Manager responsible for managing the Construction Administration (CA) process to ensure building systems were installed consistently with the design and predetermined quality standards.

SKILLS

Quality management, Detail-oriented.

WORK EXPERIENCE

Transportation Project Manager

Delta Corporation - Jan 2001 - Jan 2005

- Supervised the job close-out process to ensure documentation, filings, and project debriefs were complete.
- Actively attended internal and external training and other educational opportunities to obtain knowledge in necessary technical areas.
- Exhibited general understanding and can represent SSR in multi-discipline discussions.
- Administered the contracts and all paperwork required to carry a project through the complete construction phase, which includes final inspection and start-up.
- Served as the main point of contact between the contractor and the design team during the construction phase of a project.
- Assisted in the evaluation of contractor proposals, bids, estimates, schedules, and change orders, and advised the design team and owners' representatives of needed decisions.
- Maintained current knowledge of the owner-architect agreement and any additional service agreements.

Transportation Project Manager

Delta Corporation - Mar 2005 - Dec 2010

- Planned, prepared, and delivered Statements of Qualifications and shortlisted presentations for project pursuits.
- Identified new business opportunities and assisted in client development to continue to grow the Transportation practice in North Texas.
- Kept informed about industry trends encouraged innovation within the team and explored new approaches to transportation design.
- Supported the department and school division training and development, to include immediate crisis/intervention support to situations as they arise.
- Worked with the Assistant Director in the implementation of Continuous Quality Improvement programs in Transportation.
- Directed the supervision and management of assigned special needs Transportation staff.
- Provided department-level coaching and training on best practices with Special Needs Drivers, Special Needs Assistants, and other staff.

EDUCATION

Robert Smith

Unregulated Care Provider

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SUMMARY

As a Unregulated Care Provider, supports residents of supportive housing facilities or group homes with daily living skills, socialization, and community engagement, fostering a sense of belonging and empowerment in a supportive environment.

SKILLS

Patience, Flexibility.

WORK EXPERIENCE

Unregulated Care Provider

Delta Corporation - 2000 - 2004

- Engaged patients in therapeutic activities to promote well-being.
- Communicated effectively with patients, families, and healthcare team members.
- Participated in team meetings to discuss patient care plans.
- Ensured patients physical and emotional comfort and safety.
- Administered medications and treatments as prescribed.
- Assisted with personal care tasks such as bathing and grooming.
- Provided assistance with mobility and transferring as needed.

Unregulated Care Provider

Delta Corporation - 2018 - 2020

- Monitored patients conditions and reported changes to healthcare providers.
- Documented patient information and care provided accurately and thoroughly.
- Assisted with meal preparation and feeding according to dietary guidelines.
- Provided emotional support and companionship to patients and families.
- Engaged patients in activities to promote physical and mental well-being.
- Responsible for documenting patient care activities accurately in electronic health records.
- Responsible for collaborating with healthcare team members to develop and implement individualized care plans.

EDUCATION

Vault Teller

ROBERT SMITH

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Objective

5+ years of experience as a Vault Teller is seeking to obtain a secure career emphasizing professional achievement and growth.

Skills

Special Dedicated Customer Service Team Member, Respected Builder, And Leader Of Customer-focused Teams, And Knowledge Of Microsoft Office Suite 2007.

Work Experience

Vault Teller

Regions Bank - October 2015 - Present

- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Entering customers transactions into computers to record transactions and issue computer-generated receipts.
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examining checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Counting currency, coins, and checks received, by hand or using a currency-counting machine, to prepare them for deposit or shipment to branch banks or the federal reserve bank.
- Compiling with REG E, BSA, OFAC, and CIP requirements such as checking names against OFAC for cashing checks, and for issuing cashier checks and/or money orders.
- Recording transaction information on forms or logs, and notify designated personnel of discrepancies.

Employment Security Representative

Florida Department Of Economic Opportunity - December 2013 - September 2015

- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Analyze data to determine answers to questions from customers or members of the public.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Determine issues, concerns and/or complaints from claimants, employers or other customers.
- Access and research necessary records to either resolve those issues or refer to a specific or appropriate program specialist or supervisor.
- Research and explain the unemployment compensation program at the request of callers and direct them to the appropriate place to file a claim. Explain how to file via mail, fax or Internet.

Robert Smith

Vending Machine Operator

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Address: 173 7 Marshville Road, Alabama

SUMMARY

As a Vending Machine Operator, ensures vending machines comply with safety regulations and sanitation standards. Conducts regular inspections and implement corrective actions as needed to maintain compliance.

SKILLS

Product knowledge, Quality control.

WORK EXPERIENCE

Vending Machine Operator

Delta Corporation - 2000 - 2001

- Implemented customer service initiatives to enhance customer experience and satisfaction.
- Monitored and adjusted inventory levels to meet demand and minimize waste.
- Developed and implemented safety protocols to ensure machine and user safety.
- Conducted market research to identify emerging trends and opportunities in vending.
- Conducted training sessions for staff on machine operation and customer service.
- Coordinated with suppliers to ensure timely delivery of vending products.
- Developed and maintained relationships with key accounts and locations.

Vending Machine Operator

Delta Corporation - 2009 - 2017

- Conducted regular audits of machine inventory and financial records.
- Implemented strategies to optimize machine placement and maximize profitability.
- Resolved customer complaints and issues in a timely manner.
- Updated machine software and firmware to improve performance and security.
- Conducted regular site visits to monitor machine performance and customer satisfaction.
- Implemented inventory controls to prevent overstocking and shortages.
- Conducted performance reviews to evaluate route efficiency and profitability.

EDUCATION

Robert Smith

Water Quality Specialist

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

Address: 1737 Marshville Road, Alabama

SUMMARY

As a Water Quality Specialist, assessed and mitigated workplace hazards related to water quality, conducting inspections and implementing control measures to ensure occupational health and safety standards are met in industrial settings.

SKILLS

Environmental remediation, Project management.

WORK EXPERIENCE

Water Quality Specialist

Delta Corporation - 2000 - 2001

- Conducted studies on the impacts of climate variability on water quality.
- Assisted in the development of lake management plans.
- Conducted assessments of nutrient loading in lakes and reservoirs.
- Conducted studies on the impacts of shoreline development on water quality.
- Assisted in the development of groundwater remediation plans.
- Conducted assessments of water quality impacts on endangered species.
- Conducted studies on the impacts of plastic pollution on marine environments.

Water Quality Specialist

Delta Corporation - 2016 - 2020

- Assisted in the development of aquatic invasive species management plans.
- Conducted assessments of water quality impacts from recreational boating.
- Conducted studies on the impacts of saltwater intrusion on freshwater ecosystems.
- Assisted in the development of watershed protection strategies.
- Conducted assessments of urban wetland impacts on water quality.
- Conducted studies on the impacts of agricultural irrigation on water quality.
- Assisted in the development of groundwater sustainability plans.

EDUCATION

Robert Smith

Welfare Worker

Phone (123) 456 78 99

Email: info@qwikresume.com

Website: www.qwikresume.com

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

Address: 173 7 Marshville Road, Alabama

SUMMARY

As a Welfare Worker, assists immigrants and refugees in accessing social services, legal aid, language classes, and cultural integration programs, advocates for their rights, and helps them navigate complex bureaucratic systems.

SKILLS

Time management, Resilience.

WORK EXPERIENCE

Welfare Worker

Delta Corporation - 2000 - 2001

- Coordinated services for clients transitioning from incarceration to community life.
- Facilitated access to legal representation for clients involved in welfare disputes.
- Provided guidance on accessing vocational rehabilitation programs and services.
- Conducted outreach to undocumented communities to ensure welfare access.
- Assisted clients in obtaining disaster relief assistance and emergency funds.
- Coordinated services for families involved in child welfare and protective services.
- Advocated for policies promoting gender equity and welfare rights for women.

Welfare Worker

Delta Corporation - 2014 - 2020

- Conducted workshops on financial fraud prevention and consumer protections.
- Provided assistance in accessing transportation vouchers and discounted fares for clients.
- Coordinated educational workshops on tenant responsibilities and lease agreements.
- Facilitated access to community resources and support networks for clients.
- Developed partnerships with employers to promote inclusive hiring practices for welfare recipients.
- Advocated for expanded healthcare coverage and access to medical services for clients.
- Updates job knowledge by participating in educational opportunities; reading professional publications.

EDUCATION

Account Consultant (Healthcare)

ROBERT SMITH

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Address: 1737 Marshville Road,
Alabama.

Objective

Accomplished Account Manager with strong leadership qualities with over 3 years of experience within the Healthcare industry striving to leverage extensive background within the medical and pharmaceutical management space. As a seasoned client advocate, is able to provide analytical expertise through tracking, trending and measurements to drive white glove service.

Skills

Customer Service, Operations, Project Management, Sales, Training, Escalations, Billing, Business Development, Account Management

Work Experience

Account Consultant (Healthcare)

Cardinal Health - April 2015 - December 2015

- Extensive experience within patient assistance (pap) and adherence program space. Effectively and efficiently developed a project plan for all work streams involved.
- Continually implemented program initiatives such as hard-ship assistance re-enrollment for 1/2016 renewal, new product indication related to extended release (XL), new ICD-10 initiative, and periodic updates to portals and literature in relation to important safety information (ISI).
- Created custom analytics, reporting to track, trend and measure program effectiveness based on patients journey.
- Recommendations to drive patient and physician approval based on internal workflow.
- Partner with Xcenda, Pfizers reimbursement team in order to drive physician and patient approval.
- Conducted weekly call related to operational and internal technical upcoming program updates or initiatives.
- Provided recommendations to Pfizer Ad agency of the most effective/efficient patient and physician marketing literature.

TPA Account Manager

CVS Caremark - July 2013 - April 2015

- Proactively managed a book of business consisting of approximately 60,000 lives and \$55m in revenue, maintaining strong relationships with client contacts ensuring accountability for day-to-day operations.
- Implemented and managed client operations by facilitating relationships with key internal partners. Lead client implementation of new groups plans and changes from inception to the adjudication of claims.
- Provided recommendations for CVS trend management programs such as; managed pharmacy networks, channel management and clinical programs to provide meaningful data trending output.
- Collaborated with cross-functional teams providing thought leadership to resolve client issues and to develop plans that provide value to clients and their member base.
- Informed, educated, and advised members, regardless of the individual circumstances.