**Harold G. Smith Jr.**

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**Highlights of Qualifications:**

Ability to build strong relationships with clients and team members

Proven track record of outstanding customer service and client retention

Ability to prioritize and handle multiple projects and assignments

Excellent organization, interpersonal and communication skills

Proven ability to learn and work efficiently on new software

**Work Experience:**

**Cisco Capital (Cisco Inc.)**

**Accounts Receivable Specialist 06/2019 – 05/2020**

Main point of contact for customers and internal team

Act as liaison between multiple departments and teams

Prepare refunds for overpayments

Ensure accuracy on customer invoices and accounts

Validate Tax documents to ensure tax credits are applied

Apply payments to correct accounts when available

Follow up with customers for payment status on late payments

Provide documents or reports when necessary

Cover for teammates who are absent

Analyze credit worthiness on accounts

Meet monthly/quarterly goals for department improvement

**Eplus Technology**

**Sr. MSC Network Support Specialist 10/2018 – 05/2019**

First point of contact for internal and external clients

Maintain open communication with clients, CSM’s and Engineers

Analyze data to ensure the alert is real

Use Remedy to monitor incidents and resolve issues

Gather detailed information from clients to properly work the issue

Conduct basic troubleshooting of Cisco Routers and Switches

Log data outputs and communication in notes

Escalate tickets to engineers for further trouble shooting

Open tickets with providers and follow up for status

Create Cisco RMA and TAC cases

Act as first contact for priority issues

Train new Eplus Employees

Assist in creation and implementation of policies and procedures

**Bioventus Global (Temporary)**

**Accounting Specialist 06/2018 – 08/2018**

Followed up with clients for payment status updates

Ensured payments were applied correctly

Ran excel reports weekly for account book of business of items up to 120 days

Sent excel reports monthly of top ten past due accounts to upper management

Updated master data in SAP when needed

Provided documentation to internal and external clients when needed

Worked with other departments to resolve client issues

Responsible for releasing or placing orders on hold

**Eplus Technology**

**MSC Support Specialist 07/2017 – 06/2018**

Build and maintain relationship with clients and coworkers

Effectively communicate via phone, email, chat or ticketing system

Create and reset passwords in Active Directory

Troubleshoot to resolve or escalate customer issues

Monitor and maintain the health and functionality of client devices

Manage and resolve problems within client SLA’s

Create tickets and troubleshoot to isolate and diagnose problems

Remotely log into client devices to perform basic troubleshooting

Contact client telco or provider to open tickets for further investigation

Create Cisco RMA or TAC case on behalf of clients

Escalate to proper engineer after level 1 troubleshooting

Provide outstanding customer service to internal and external clients

Follow up with engineers and third-party vendors for status

**Apex Tool Group**

**Accounting Specialist 12/2016-06/2017**

Assist customers with portal login issues

Update master data for clients in SAP

Coordinate meetings with Sales, Supply Chain and clients

Train new employees in SAP and DNBi software

Communicate team technical issues with Help Desk

Set up computers and phones for new employees

Respond to phone calls to resolve account issues

Releasing orders and placing on hold

Provide shipping updates and Bill of Lading when necessary

Contact customers for payment status

Send invoices and other documents when necessary

Confirm timeline for service or delivery and notify customers

**GlaxoSmithKline (Temporary)**

**Accounting Specialist 06/2016 – 12/2016**

Build and maintain relationship with internal and external customers

Use DNBI to review and approve credit limits

Analyze account for accuracy of information

Participate in Audits when needed

Process credit applications for new accounts

Set credit limits based on payment and purchase history

Post payments and apply credits

Investigate unknown payments to post to appropriate account

Manage book of business of about 500 companies

Quickly resolve billing issues for customers

Contact customers for payment status or updates

Provide client with documentation upon request

Accept and apply payments

**Ingersoll Rand**

**Accounting Specialist 08/2014 – 11/2015**

Interact with customers to resolve account issues

Managed book of business of 400 customers

Process Credit card payments

Prepare documents for Audit

Ensuring all order documents are in the system

Responsible for releasing orders or placing them on hold

Post unknown payments to general ledger

Use purchase orders and invoices for verification

Run reports in Oracle to verify customers credit limit and past dues

Research and resolve billing and shipping disputes

Review and analyze payment history to determine credit limit using DNBi

Maintain close relationships with clients through steady communication

Release items off hold report to be shipped to customers

**Software:**

Oracle 11 & 12, SAP, ServiceNow, Remedy, Em7

**Education:**

**Winston-Salem State University,** Winston-Salem, NC

Major: Mass Communication