

William Robersone

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SUMMARY Highly competent professional with exceptional interpersonal skills. Able to multi-task and prioritize work. Poised in under pressure situations. Self-starter and quicker learner who excels in any environment.

EDUCATION Bachelor of Science
Lincoln University, Jefferson City, MO 65102
Graduated 2006

SKILLS HTML C++
Photoshop Java Python

EXPERIENCE

AIG
Operations Processor - Olathe, KS Oct 2013 - Present
Achieved productivity quality rate of 99.74 %
Promptly processes legal and medical notices for mail preparation

Jackson County
Computer Technician - Kansas City, MO June 2013 - Aug 2013
Successfully installed Windows 7 onto operating systems
Effectively resolved printer issues and computer problems

New York Life
Associate - Leawood, KS May 2011 - July 2012
Greeted visitors and routed incoming/outgoing calls in a friendly manner
Organized and distributed mail, scheduled meetings and assisted Vice President
Promptly processed deposits, invoices, bill payments and service requests

Enterprise
Service Agent - Lenexa, KS Sep 2010 - June 2013
Provided exceptional customer service and increased service rating by 15%
Reacted with appropriate urgency for business deliveries

SSA Disability
Disability Counselor - Kansas City, MO Sept 2009 - June 2010
Built rapport with claimants while conducting interviews
Successfully retrieved medical records for benefits eligibility