ROBERT SMITH

# Front Desk Receptionist

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6 years of experience as a Front Desk Receptionist. Looking for an Assistant Manager or Front Office Manager position.

# EXPERIENCE

## Front Desk Receptionist

### ABC Corporation - OCTOBER 2006 – DECEMBER 2010

* Locate and monitor overdue accounts, using computers and a variety of automated systems.
* Locate and notify clients/debtors of delinquent accounts by telephone in order to solicit payment.
* Perform various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased clients/debtors.
* Persuade clients/debtors to pay amounts due on credit accounts, damage claims, or no payable checks and post amounts paid to clients/debtors accounts.
* Record information about the financial status of clients/debtors and status of collection efforts.
* Trace delinquent clients/debtors to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.
* Advise clients/debtors of necessary actions and strategies for debt repayment.

## Government Contractor

### ABC Corporation - APRIL 2004 – OCTOBER 2006

* Researched and analyzed software planning systems and recommended enhancements to streamline software applications briefed clients on the project status created, configured, customized, and maintained requirements for a single complex and multiple smaller projects using an appropriate supporting toolset.
* Anticipated, quantified, and resolved problems and issues with requirements.
* Employed various facilitation techniques in discussing requirements with clients and users.
* Skilled in researching material to keep project costs within budget.
* Proven ability to lead all project phases including conceptualization, purchasing and color selections.
* Provided interior design services to include assisting with personal selections of flooring, appliances, counter-tops and other home options.
* Negotiated purchases and service contracts that resulted in greatly reduced costs.

# EDUCATION

* High School - 1998(Jericho Christian Academy - Landover, MD)Medical Assisting - (Remington College - Garland, TX)High School Diploma - (South Garland High School - Garland, TX)

# SKILLS

Multitasking, Microsoft Office, Fast Learner, Speak Well And Clear, Neat Handwriting, Organized, Great Attitude, and Customer Service.

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