
Business Support Specialist Resume

Job Objective

To acquire a position as a Business Support Specialist that allows me to use my abilities to enhance and grow with the company.

Summary of Qualifications:

- Remarkable experience in meeting goals of Business sales and service
 - Sound experience in providing the highest level of customer service
 - Thorough knowledge of the basic financial statement analysis
 - Familiarity with spreadsheets and Access database
 - Excellent verbal and written communication skills
 - Good negotiation and conflict management skills
 - Excellent critical thinking; analytical and problem-solving skills
 - Superior organizational and time management skills
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Work Experience:

Business Support Specialist, May 2006 – Present
Iron Mountain, Grand Rapids, MI

- Performed office administration functions.
- Processed local billing transactions.
- Coordinated programs and ensured consistent application.
- Contributed to income and expense management.
- Assisted in month end reporting requirements.
- Ensured compliance with Federal, State and local laws.

Business Support Specialist, March 2003 – April 2006
Federal Reserve Bank, Grand Rapids, MI

- Served as the coordinator of strategy development and goal management.
 - Analyzed processes and controls within Application Development.
 - Tracked and reported on progress of projects/initiatives.
 - Developed PPT presentations for Ad executives.
 - Ensured that communications from the Application Development Leadership team are well-coordinated, timely, and effective.
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Education:

Bachelor's Degree in Business Administration, Swarthmore College, Swarthmore, PA

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