
Operations Support Specialist Resume

Job Objective

To obtain a position as Operations Support Specialist in which my skills can help to increase the number of clients and sales for the company.

Highlights of Qualifications:

- Hands on experience in developing and managing inventory in office environment for customer services
 - Profound knowledge of ET-200 Authorization principles and related procedures
 - Deep knowledge of data warehousing
 - Immense ability to communicate with clients and colleagues
 - Outstanding ability to interpret all written documents
 - Skilled to multitask and prioritize work effectively
 - Operational skills to work on Microsoft applications
 - Familiarity in configuration tables
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Professional Experience:

Operations Support Specialist
USfalcon, Inc., North Beach, MD
May 2006 – Present

- Developed methods to collect, organize and classify all data for input.
- Ensured optimal levels of data integrity.
- Coordinated with vendors and maintained accuracy in automated address and phone numbers and updated it if required.
- Maintained strong relationships with end users and ensured optimal levels of satisfaction.

Operations Support Specialist
USfalcon, Inc., North Beach, MD
March 2003 – April 2006

- Provided support to all special projects and center operations.
 - Prepared and edited reports and agendas.
 - Established and maintained filing systems for processes.
 - Managed all telephone calls and resolved customer queries.
 - Coordinated with departments and scheduled meetings.
 - Supervised efficient working of vendors in maintenance activities.
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Education:

Bachelor's Degree in Business Administration
Stephen F. Austin State University, Nacogdoches, TX

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