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# WORD PROCESSING SPECIALIST RESUME

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## Summary:

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A well-rounded HR personnel who has effectively communicated with top management and knows his way around all levels of company leadership; has touch base with a good number of tax, consulting and assurance professionals; has hands-on experience in handling various confidential documents and has created a system for monitoring and archiving; has ease in coordinating work flow operations for seamless departmental operations; has good organizational skills and can direct and supervise people effectively; can create stimulating proposals and PowerPoint presentations

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## Professional Experience:

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Client Support Specialist October 2000 – Present  
Stanley Associates, Charleston, SC

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## Responsibilities:

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- Assisted customers in their queries about the product and highlighted product features that could benefit their company as a whole.
- Ensured that client expectations are met and that they are satisfied with the products and services rendered.
- Responsible for noting and resolving client issues.
- Acted promptly on client calls and emails.
- Collaborated with internal teams to meet client needs.
- Managed and updated the CRM to facilitate issue escalation and provide resolution.

Claims Processor August 1998 – August 2000  
Hancock Bank, Long Beach, MS

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## Responsibilities:

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- Resolved customer service issues and requests for penalty reversals which are brought about by billing mistakes and some inaccurate data.
- Documented and recorded phone calls received and made necessary follow-ups when needed.
- Interpreted medical terms, diagnoses and procedures and gauged the amount of money a person can claim for insurance coverage.
- Monitored a system for adjudication policies and procedures to ensure proper payment of claims.
- Audited selected claims to ensure quality processing.

Items Processing Specialist February 1994 – July 1998  
Automatic Data Processing, Pittsburgh, PA

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## Responsibilities:

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- Ensured that client expectations are met and that they are satisfied with the products and services rendered.
- Responsible for noting and resolving client issues.
- Acted promptly on client calls and emails.
- Collaborated with internal teams to meet client needs.
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Claims Processor August 1998 – August 2000  
Hancock Bank, Long Beach, MS

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## Education:

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1996-1998 Masters Degree in Management  
Princeton University, NJ  
1992-1996 Bachelor's Degree in Business Administration  
Yale University, CT

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## Skills:

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- Knowledge of word processing operations
- Proficiency in MS Office applications, KingSoft, Corel Office applications
- Excellent encoding and typing skills
- A multi-tasker and a team player

- Can work with minimal supervision and in multi-cultural environment
- Has good command of the English language in both oral and written communication

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## Awards and Affiliations:

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Human Resources Development Affiliation, Member  
Intellectual Capital Promotion Affiliation, Member

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