

Keith Smith

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Ability to resolve complex billing issues. Strong customer service skills. Advanced telephone communications. Knowledgeable on the PUC customer settlements. Ability to complete high volume of customer service calls. Understanding of basic computer and Microsoft software. Ability to build customer relationships between the customer and the company. Goal driven. Ability to manage 25-75 employees. Performing departmental training. Departmental liaison skills.

Authorized to work in the US for any employer

Work Experience

Sale Manager

Vacation On Deck - Fort Lauderdale, FL

January 2014 to July 2023

Maintained and managed a collection agency. Supervised 25 employees working two different shifts with an average of collection bill of \$700.00/ Determined specific circumstances that justified reduction of past due billing amount to include Veterans, Seniors, and hardship discounts to gain the optimal debt repayment. Communicated with an average of 50 customers during a business day and had a closing rate of 70% on all past due amounts. Trained, coached, and monitored hourly employees during difficult calls dealing with upset and irate customers. Used company software, including Microsoft Office, Google Documents, and Skyrocket to obtain reports of past due customers. Exceeded weekly required metrics for bonus amounts. Created, updated, and revised call lists. Responsible for generating and maintaining return customers even after a past due bill situation.

Team Leader

MLX Direct - Coral Springs, FL

January 2010 to November 2013

- Help to orchestrate all facets of the daily operations within the company and employees.
 - Supervise a team of employees; assess their individual aptitude levels, assigns duties and responsibilities.
 - Selling Diabetic supplies, making sure agents stay HIPPA compliant while verify consumer insurance information and checking their eligibility getting primary doctor information such as NPA # etc.
- Legal Assistant

Legal Assistant

Consumer Law Group P.A - - Boca Raton, FL

April 2008 to December 2009

- Verified Clients Personal Information over telephone regarding debt management and other programs.
- Maintained regular communication with clients thru enrollment process.
- Communicated effectively and efficiently with clients and management regarding the client's success.
- Built, Maintained, and Filed client's confidential records transfer reports to their proper departments.

Senior Account Manager

Discovery Bank - Wilmington, DE

October 2000 to November 2007

- Assisted consumers with maintaining their credit card payments and paying their bill in a timely matter.
- Explained APR rates and finance charges to clients and potential clients.
- Operated a multi-line telephone, routed calls, and assisted with filing, faxing, data entry, a various other general office work.
- Offered company products to clients and potential clients to generate to business for the c

Education

BA in Business Manager in Business

University of Pittsburgh-Pittsburgh Campus - Pittsburgh, PA

June 1983 to June 1987

Skills

- Management
- Sales Management
- Account Management
- Cold Calling
- Inventory Control
- Pricing
- B2B Sales
- Upselling
- Google Docs
- Outside Sales
- B2B sales
- Team management
- HIPAA
- Account management
- Supervising experience
- Typing
- Sales
- Customer service
- Debits & credits
- Sales management
- Cold calling
- Shift management
- Negotiation
- Windows

- Software troubleshooting
- POS
- Technical support
- Order entry
- Front desk
- Cash handling
- Leadership
- Business development
- Inside sales
- Phone etiquette
- Basic math
- Retail math
- Communication skills
- Manufacturing
- Computer skills
- Medical office experience
- Bilingual
- Forklift
- Soldering
- Hand tools
- Power tools
- Computer literacy
- Office experience
- Cooking
- Food handling
- Food preparation
- Food service
- Meal preparation
- Food safety
- Kitchen experience
- Knife skills
- Assembly
- Warehouse experience
- Quality Assurance
- Quality assurance
- English
- Microsoft Office
- Moving
- Training & development
- Staff training

- Writing skills
- Organizational skills
- Social media marketing
- Marketing
- Dispatching
- Animal handling
- Pet care
- Animal care
- Pet grooming
- Data entry
- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- Restaurant experience
- Cash register
- Time management
- Industrial cleaning
- Employee evaluation
- Telemarketing
- Salesforce
- CRM software
- Social media management
- Administrative experience
- Intake
- Heavy lifting
- Calipers
- Micrometer
- Mechanical knowledge
- Customer relationship management
- Multi-line phone systems
- Construction
- Android
- Carpentry
- Plumbing
- Grocery store
- OSHA
- Outdoor work
- Landscaping
- Landscape maintenance
- Quality control

- Shipping & receiving
- Materials handling
- Customer support
- Math
- Constant Contact

Military Service

Branch: United States Army

Service Country: United States

Rank: E-4

October 1983 to November 1987

Certifications and Licenses

Flagger Certification

February 2024 to February 2026

Assessments

Management & leadership skills: Impact & influence — Completed

September 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Completed](#)

Administrative assistant/receptionist — Proficient

January 2024

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Attention to detail — Proficient

January 2024

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Work style: Reliability — Proficient

September 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Inside sales — Proficient

December 2023

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Basic computer skills — Completed

September 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Completed](#)

Sales skills — Proficient

September 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

Call center customer service — Completed

January 2024

Demonstrating customer service skills in a call center setting

Full results: [Completed](#)

Customer focus & orientation — Proficient

December 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Proficient

December 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.