



# Riley T. Robinson

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## PROFESSIONAL SUMMARY

Versatile Operations Supervisor successful at taking on routine and complex business challenges with resourceful and creative approach. Recognized as driven, dedicated and hardworking leader with history of streamlining operations and increasing results.

## SKILLS

- Focus and Follow-Through
- Team Leadership
- Customer Service
- Problem Solving
- Microsoft Office
- Data Entry

## WORK HISTORY

### LOAN SERVICING SPECIALIST IV 09/2019 to CURRENT

#### Wells Fargo | Chandler, AZ

- Data entry for processing accounts after comparing them to available information against company policies Review fees and invoices for approval with our vendors.
- Code invoices according to the company's internal systems.
- Aide in customer service when applicable Perform final reviews on actionable accounts in a timely manner Build and maintain tools with provided software when necessary.

### OPERATIONS PROCESSOR III 04/2018 to 09/2019

#### Wells Fargo | Chandler, AZ

- Data entry for processing accounts after comparing them to available information against company policies Aide in customer service when applicable Perform final reviews on actionable accounts in a timely manner Build and maintain tools with provided software when necessary.

### CUSTOMER SERVICE REPRESENTATIVE 02/2018 to 02/2018

#### Reliable Mobile Labs | Tempe, AZ

- Data entry of received orders,
- Confirming information and insurance
- Scheduling specimen collection
- Writing standard operating procedures
- Basic customer service.

### OPERATIONS ADMINISTRATOR 10/2017 to 02/2018

#### Physician Stat Labs | Chandler, AZ

- Maintaining Logs for supplies, specimen intake, and client accounts

- Receive and verify incoming specimens and supplies
- Customer service for both clients and their patients including report distribution
- Assisting in other departments to efficiently process samples including billing Creating new operating procedures, and annual update of established procedures.

## **OPERATIONS ADMINISTRATOR**

*05/2015 to 10/2017*

### **Pinpoint Clinical LLC | Chandler, AZ**

- Maintaining Logs for supplies, specimen intake, and client accounts
- Receive and verify incoming specimens and supplies
- Customer service for both clients and their patients including report distribution
- Assisting in other departments to efficiently process samples including billing
- Creating new operating procedures, and annual update of established procedures.

## **LEAD SPECIMEN ACCESSIONER**

*10/2013 to 05/2015*

### **LabCorp, Integrated Oncology | Phoenix, AZ**

- Verifying received specimens and testing orders
- Redirecting specimens to the appropriate departments
- Resolving specimen/client issues for individual cases
- Supervise 3rd Shift Accessioning team, including performance goals
- Proofreading and editing standard operating procedures
- Working with adjacent departments to complete work.

## **SALES ASSOCIATE**

*03/2013 to 11/2013*

### **Radio Shack | Tempe, AZ**

- Greet customers at the door and assist with questions at their convenience
- Receiving, stocking and pricing inventory as needed.
- Be knowledgeable on current technologies sold at the location.

## **PHLEBOTOMIST/SPECIMEN PROCESSING**

*07/2011 to 03/2013*

### **Grifols Biomat | Mesa, AZ**

- Identify donors and assist them through the donation process including venipunctures Process collected specimen, take samples for additional testing, ship and store from/in freezer.

## **GROUP LEAD**

*07/2008 to 07/2011*

### **CSL Plasma | Tempe, AZ**

- Manage tech workflow, including breaks, lunches and assigning donors to seats Assisting donors through the process including performing venipunctures and handling reactions when they occur.

## EDUCATION



**High School Diploma**  
**Mountain View High School**  
GPA: 3.8



**DNC**  
**Arizona State University**