

RYAN ROBERT

RESEARCH SPECIALIST

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Dynamic and motivated professional with more than 6 years experience in customer service for travel and hospitality and 5 years in project management in government agency setting. Possesses expertise in customer relations management, cross-functional communication, and technical writing. Key skills include multi-tasking capability, organization, time and data management.

SKILLS

Customer Service	● ● ● ● ●	Project Planning	● ● ● ● ●
Project Management	● ● ● ● ●	Microsoft Office	● ● ● ● ●
Distribution Systems	● ● ● ● ●	Adobe Photoshop	● ● ● ● ●
Technical Writing	● ● ● ● ●	Project Implementation	● ● ● ● ●

EXPERIENCE

MAR 2016 - JUL 2019

Research Specialist

Department of Science and Technology - NY

- Conceptualized Science and Technology based projects for government funding and developed detailed project plan to monitor and track progress
- Monitored, evaluated, and facilitated timely delivery of projects to meet organizational and departmental objectives
- Created and maintained comprehensive project documentation including preparation of project-related report, manuscripts, and presentations
- Utilized talents in project management, organization and time management to meet KPIs

JUL 2014 - MAR 2016

Project Assistant

Department of Science and Technology - NY

- Assisted in the preparation of Science and Technology based project proposals, project-related reports and presentations
- Conducted monitoring and evaluation of on-going projects through on-site assessment and visit
- Performed other clerical works such as preparation of professional business letters, coordination and scheduling of meetings, and organization of physical files and digitized records

JAN 2011 - JUL 2014

Team Lead

Teleperformance NY

- Monitored and evaluated interactions between associates and customers to assess personnel performance and customer satisfaction
- Directed personnel training and mentored team members to promote productivity, accuracy, and commitment to excellent customer service
- Supervised day-to-day customer service operations to provide associates with guidance and support and act as first point of escalation for client-specific issues

MAR 2010 - JAN 2011

Subject Matter Expert

Teleperformance NY

- Assisted partner hotels with inventory, property listing, and ensured that website

- content is accurate
- Handled hotelier and vendor escalations and coordinated with area market manager as needed
- Verified guests complaints and resolved accordingly with the partner hotel

**MAY 2008 - MAR
2010**

**Customer Service Representative
Teleperformance NY**

- Provided well-researched travel options and kept abreast of all airline rules, regulatory requirements, and industry standards when scheduling travel arrangements
- Responded to clients' questions, issues and complaints and implemented appropriate solutions and exceeded service satisfaction standards by understanding and anticipating clients' expectations
- Assisted clients in making customisations, and modifications to existing domestic and international flights, hotels, attractions and services, car rentals, and package reservations at the best possible rate.

EDUCATION

**JUN 2003 - OCT
2007**

**Bachelor of Science in Biology
University of Southern California**

The Bachelor of Science in Biology is a four-year college course that offers general education in different biological sciences such as zoology, botany, physiology, genetics, histology, microbiology and ecology. The program offers strong foundation for advancement and specialization in biotechnology, genetic engineering, computational biology, genomics, molecular biology, and neurobiology.

LANGUAGES

English	● ● ● ● ●	German	● ● ● ● ● ●
French	● ● ● ● ●	Chines	● ● ● ● ● ●

PERSONAL SKILLS

- Time Management, Communication, Critical Thinking, Multi-tasking, Conflict Resolution