

ANDREA S. SMITH

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DEDICATED CUSTOMER SERVICE PROFESSIONAL

AVAILABLE FOR RELOCATION



PERSONALITY

Cheerful employee that aims to elevate the client experience by consistently maintaining a happy attitude. Genuinely enjoys positions requiring extensive human contact. Comfortable in communicating with various cultures and backgrounds. Takes great pride in teaching and leading by example.



SAFETY

Certified in St. John Ambulance CPR and First Aid. Routinely undergoes recurrent training in lifesaving techniques that ensures the safety of swimming students.



SOUND JUDGEMENT

Proven track record of accomplishment in positions where maturity, sound judgment and rational thinking are critical to performance. Adept at changing gears when situations dictate. Active listener, practiced in resolving customer complaints and promoting conflict resolution.



TEAM ORIENTED

Consistently maintain an excellent record of being on time, prepared and eager to take on new responsibilities. A seasoned professional who recognizes the importance of communication, honesty and trust in a team setting.

WORK EXPERIENCE

Youth and Adult Swim Instructor YMCA - Atlanta	2010 - Present
Front Desk Agent Hyatt Regency, Atlanta GA	2007 - 2010
Clinic Assistant Crave Massage, Atlanta GA	2004 - 2007

EDUCATION

Customer Service Courses: Solving Problems Through Service Sales Powered by Service Sunnyvale Community College, GA	2007
First Aid and CPR Certification St. John Ambulance, Atlanta GA	2004
Grade 12 Diploma with honors Dogwood High School, Sunnyvale GA	2003

REFERENCES

Professional references gladly provided upon request.