

# Rae Smith

1235 N Belle St San Bernardino, Ca 92404 | 909.559.3132 | smithraenelle@gmail.com

## Objective

**TO SECURE A POSITION IN AN ENVIRONMENT WITH POTENTIAL FOR GROWTH THAT ALLOWS ME TO UTILIZE MY ANALYTICAL, INTERPERSONAL, AND COMMUNICATION SKILLS.**

## Education

### CAJON HIGH SCHOOL

- Graduated 2012

## Skills & Abilities

### CUSTOMER SERVICE

- Ability to work closely with employees, clients, and customers, ensuring a positive work experience. Always friendly and inviting, willing to answer any questions and address any concerns that may arise with a positive, forward thinking attitude.

### COMMUNICATION

- Impeccable written, analytical, interpersonal and communication skills. Accustomed to communicating with customers, upper management, and employees in a professional and courteous manner.

### COMPUTER SKILLS

- Proficiency in using Microsoft Office Suite and Adobe Suite, along with specialized staff management software
- Ability to work with both Window and Mac operating systems
- Advance in all Canon products

## Experience

### SR. MANAGER | SMITH PRODUCTIONS | FEBRUARY 2012- CURRENT

- Managing a team of photographers on various types of elite events such as 100BMOC, Sigma Pi Phi conference, Run Disney Marathons, etc.
- Filtering through large amounts of footage and precisely choosing and editing photos that meet the client's needs.
- Contracting clients, booking meetings while also developing new business with existing clients
- Managing payroll, invoices, and cashier tasks
- Ensuring the timely and successful delivery of documentation and solutions of client's needs
- Working a room with a large amount of people and creating a joyous environment in order to capture the client's vision
- Maintaining a high level of client satisfaction through excellent service and communication skills

### ACCOUNT SUPERVISOR | SMX STAFFING | AUGUST 2014- FEBRUARY 2016

- Supervises a procurement and warehouse staff responsible for the daily requisitioning receiving storing issuing and accounting of service unit supplies

- Managing over 1,000 associates in one shift
- Constantly creating new ways of innovation and ways to create a healthy work environment for the service team, coaches, and myself
- Maintaining a great relationship with the client by staying in contact with every manager and creating open lines of communication between them all
- Managing a group of production coaches by training them on safety, productivity, quality, and client engagement while also training service team members in areas of need
- Handling payroll issues by diving deep into each associates profile and getting to the root of their complaint
- Running a mass amount of reports in one shift including attendance, rosters, active/inactive, etc
- Managing multiple projects at once by planning, organizing, leading, and controlling
- Managing recruiting events and hiring a mass amount of associates at once
- Attending weekly service team meetings as well as conducting daily coach meetings
- Advanced in HR duties and constantly enforcing state laws and compliance

**PRODUCTION/SAFETY COACH | SMX STAFFING | MARCH 2014- AUGUST 2014**

- Responsible for daily functions and audits
- Creating and maintaining a positive relationship with associates as well as their managers
- Specializing in new employee development as well conducting new hire orientation
- Working Directly with Department heads to solve issues and create a healthy work environment
- Develop and lead an effective team of coaching associates to guide and assist temporary associates
- Assisted with customer service, administration, and answering calls/questions inside of the office
- Completing accident reports and entering them into Risk while also communicating directly with Workers Comp and the clients onsite medical services

**WAREHOUSE ASSOCIATE | SMX STAFFING FOR AMAZON | SEPTEMBER 2013- MARCH 2014**

- Picked items exceeding rate while maintaining emphasis on safety and quality of work
- Packed items in a fast paced packing environment, also exceeding rate expectations
- Quickly moved to indirect coaching description to teach and aide other associates

**PHOTOGRAPHY ASSISTANT | SMITH PRODUCTIONS | JANUARY 2010- FEBRUARY 2012**

- Assisted manager on Weddings, Graduations, and various other types of photoshoots
- Set up/Break down of equipment at events by also keeping a organized and clean environment
- Administrative duties such as answering phone calls, entering various types of paperwork, etc
- Maintaining a positive and upbeat attitude for customer service needs
- Cashier
- Developing marketing strategies and executing them to ensure growth within the company