

SAMANTHA SMITH

SSMITH.1@HOTMAIL.COM

SKILLS

Marketing
Advertising
Administration
Customer Service
Data Entry
Sales

Creativity
Leadership
Communication

Adobe Creative Cloud
Final Cut Pro
Microsoft Office
Mac & Windows OS
HTML/CSS

EDUCATION

Digital Media Design

Associates Degree

Central Ohio Technical College
Newark, Ohio (2012)

Digital Design

High School Diploma

Delaware Area Career Center
Delaware, Ohio (2008)

OBJECTIVE

To obtain a position that will offer opportunities to achieve personal, career and creative growth.

EXPERIENCE

Lead Member Service Representative (2012 -Present)

Ohio HealthCare Federal Credit Union, Dublin, OH

- Work closely with the Branch Manager on day to day operations.
- Responsible for helping members with problems and/or questions related to their accounts.
- Answering phone calls in a polite, professional manner.
- Assisting the lending department in the application process for new loans.
- Balancing cash vault and cash drawers.
- Various in-house information technology duties.
- Training and assisting lower level member service representatives.

Marketing and Administrative Assistant (2007 – 2012)

Bry-Air Inc, Sunbury, OH

- Utilized Adobe Creative Suite to develop marketing materials to promote products and services.
- Made adjustments to content and layout of commercial website.
- Assembled equipment manuals to be sent to customers.
- Created various lists of leads for the company.
- Answered multi-line phone system.
- Greeted walk-ins to the plant and reception desk.
- Verified and shipped orders via UPS and DHL.
- Trained employees on various software.