

# **ROBERT SMITH**

## **Public Relations Intern**

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### **SUMMARY**

Customer and corporate focused with diverse experience including workers compensation, investigations internal and external, corporate and OSHA compliance. Enjoys learning new programs and processes.

### **SKILLS**

Ability to work in a team environment, verbally and.

### **WORK EXPERIENCE**

#### **Public Relations Intern**

ABC Corporation - November 2007 – May 2014

- Assign, supervise and review the activities of public relations staff.
- Evaluate advertising and promotional programs for compatibility with public relations efforts.
- Establish and maintain cooperative relationships with community representatives, consumers, employees, or public interest groups.
- Confer with production and support personnel to develop and coordinate production of advertisements/ promotions.
- Able to rely on for making crucial business decisions to encourage the success and growth of the client.
- Confer with management to identify trends or key group interests/ concerns.
- Establish and ensure the safety of staff and clients with direct relations to emergency agencies.

#### **Public Relations**

Hewlett-Packard HP - 2003 – 2007

- Phone support for computer technicians.
- Build reports based on phone conversations with customers from large corporations, government facilities, and military bases.
- Communicate with technicians in order to provide quality customer care.
- Research past work and create reports for quality control.
- Uphold high standards of quality customer care.
- Gained ability to work on new projects and developed new skills associated with company standards such as proofing and uploading Service Delivery Information (SDIs) and maintaining call out line.
- Skills Used Customer Relations, problem solving, investigative research.

### **SCHOLASTICS**

- Bachelor's in Business - 2003(Bridgewater College - Bridgewater, VA)