**Jolene Smith**

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https://www.linkedin.com/in/jolenemsmith

**Summary:**

Fast learning professional with a diverse background and wide variety of skills with over six years of experience in customer service / client relations. Skills include:

🞟Leadership 🞟Management 🞟Training 🞟Client relations

🞟Operations 🞟Staff scheduling 🞟Report generation 🞟Billing and payroll

**Education:**

*Bachelor of Science*: Business (Human Resource Management) -Excelsior College, Albany, NY

*Associate of Science*:Criminal Justice (Corrections) - SUNY Broome, Binghamton, NY

**Computer Skills:**

Word, Excel, PowerPoint, Outlook, Google Calendar, Lotus Notes, ELs, WordPerfect, LMS+, and Lexis Nexis

**Experience:**

**INDEPENDENT INSURANCE AGENT** October 2014 - current

Self employed

🞟Consult with clients to determine which programs they may qualify for

🞟Act as liaison between insurance companies and clients

🞟Provide customer service to clients who need to make changes to their policies

**PROJECT MANAGER\***

Qualfon DSG - Deposit, New YorkOctober 2012 – August 2014

*\*Promoted from agent to team lead and again to project manager. Responsible for coordinating production coverage for multiple products among processing centers in four countries. Liaison between executives from vendor companies and staff members.*

🞟Trained and coached new employees and trainees

🞟Ensured completion of special orders or procedures based on customer requests

🞟Handled calls from customers to discuss any quality issues and implement an action plan to remedy issues

🞟Acted as liaison between clients, executives and staff

🞟Planned and arranged staffing based on production needs

🞟Analyzed multiple reports including KPI, Time in Motion Studies, Managing by Facts, Load and billing reports

🞟Provided training to improve quality and productivity

🞟Ensured compliance with ISO and company policies

🞟Ensured department operations were within budget

🞟Conducted interviews with potential candidates

🞟Monitored staff attendance, PTO use

🞟Approved time cards for payroll

🞟Performed probationary and annual performance evaluations

**LEGAL ASSISTANT\***March 2010 - October 2012  
Levene Gouldin & Thompson, LLP - Vestal, NY

*\*Promoted from mail room clerk to assistant to three senior partners*

🞟Managed calendars of three attorneys and scheduled appointments and meetings  
 🞟Handled calls from clients regarding their case status  
 🞟Drafted legal agreements, correspondence and pleadings  
 🞟Attended client meetings with attorneys

🞟Arranged department meetings and luncheons

🞟Acted as liaison between attorneys and clients

🞟Submitted client billing statements

🞟Managed, updated and edited electronic database listings

**FRONT DESK ASSOCIATE** December 2008 - March 2010

Court Jester Athletic Club – Johnson City, NY

🞟Greeted and checked in clients

🞟Updated client accounts

🞟Sold memberships to potential customers

🞟Answered customer inquiries and phone calls

**CLIENT SERVICES / RECEPTIONIST (SEASONAL)** December 2008 – May 2009

H&R Block - Windsor, NY

🞟Greeted and checked in clients

🞟Scheduled appointments for several tax professionals

🞟Assisted with quarterly taxes, including calculating

🞟Answered customer inquiries and phone calls

🞟Copying, filing and other general office duties

**GYMNASTICS INSTRUCTOR** June 2005 – December 2010

Techniques Gymnastics, Chenango Gymnastics, Southern Tier Gymnastics Academy

🞟Greeted and checked in students

🞟Instructed classes

🞟Accepted payments and updated customer accounts

🞟Updated gym calendar and scheduled special events

🞟Copying, filing and other general office duties