**Michael A. Smith**

*experienced logistics & customer care professional*

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Wichita, Kansas

**Summary of Qualifications**

* Sales acquisition and on-going customer care with a focus on retention.
* Business needs assessment, requirements development and process refinements.
* Effective and persuasive communication across all levels within an organization.

**Skill Summary**

Customer Care ·Sales · Management & Negotiation · Team Leadership · Problem Solving

**Professional Experience**

*Customer Care Rep / Sales* – Information Technology Ribbit Business Solutions, 2018

* Acquisition and customer care with new and existing small to mid-size business customers.
* Scheduling and logistics for the RBS Team for both sales opportunities and servicing appointments.

*Sales* – Logistics / Shipping King of Freight, 2017 – 2018

* Acquisition of new shipping clients.
* Customer care and retention through relationship building with shipping customers.

*Materials Coordinator* – Telecom Black & Veatch, 2015 – 2016

* Inventory management within the Construction & Procurement Department specifically related to Telecom business lane.
* Coordination of materials and inventory control within the AT&T MOKAN Turf.

*Project Manager, Strategic Technology* – Network Sprint, 2012 – 2014

* Implemented programs to upgrade all aspects of the Sprint 3G network and implementation of a new 4G network.
* Oversaw development of initiative design, global objectives, functional requirements, project plans, and key milestones for both adopted and kicked-off projects.
* Assessed business unit needs against global objectives focusing on cost/benefit, project timeliness, available resources, and on-going production metrics as well as compliance to industry Golden Image.
* Managed communication to functional sub-teams from concept inception through implementation.

**Education**

* Bachelor of Science, Finance & Banking, *University of Missouri*, 1998