**Jamie Smith \* 5976 SW Menlo Dr. \* Beaverton, Or. 97005 \* 503-750-7124**

**OBJECTIVE**

**Skilled at communicating technical concepts and ideas, as well as applying effective public relations practices and techniques in responding to inquiries and complaints from the community, both orally and in writing. Seeking a position in a well-established company where my skills and training can be fully utilized.**

**SUMMARY OF SKILLS**

* **Registered Residential Property Appraiser**
* **Certified QuickBooks User**
* **Excellent team skills, ability to interact at all levels.**
* **Ability to motivate and mentor team, presenting new opportunities and challenges for additional development.**
* **Ability to satisfactorily solve customer problems to the benefit of both customer and company.**
* **Ability to prioritize and handle multiple tasks in a fast paced environment.**
* **Recognized for achieving company production, quality and safety procedures.**
* **Ability to work with minimal guidance or supervision in a time critical environment.**
* **Provided quality organizing and coordination of projects.**
* **Ability to be flexible and quickly adapt to changing business needs and processes.**

**EMPLOYMENT HISTORY**

**Epiq Systems (contracted thru Adecco Employment Services)\*Data Analyst\***

**September 2011-Present**

Performing analysis of reporting and ensure quality of assurance, draft claimant letters, draft project telephone scripts and website text. Providing exceptional customer experience, both verbal and written communication to analyze, interpret and address customer needs. Exemplifying knowledge of; PC applications, identify and defuse situations, resolve customer issue’s in a timely manner. Providing outstanding customer service utilizing resource’s for answering questions, resolving product and policy questions.

**Multnomah County Assessment and Taxation \* Registered Residential Property Appraiser**

**June 2008- March 2011**

Assists with field audits, inspect properties and improvements; analyze zoning regulations and land use restrictions; determine use, type of construction, quality, materials; measure and diagram properties and verifies property descriptions; assist in determining property's highest and best use; classify properties; interview property owners and/or representatives; collect, analyze sales information; rental/lease information; identify comparable properties; reviews value changes and audit reports. Assist in the description classification and estimation of property values for residential and commercial properties. Participate in the preparation of cases for appeals for real and personal property. Assist immediate team leader, supervisors and managers in projects as specified.

**Multnomah County Assessment and Taxation\* Assessment and Taxation Technician**

**May 2006-June 2008**

Entrusted with the most complex customer service issue as a result of exceptional ability to promptly resolve concerns and satisfy customers. Research information for Residential and Personal property appraisers, such as; coding personal property tax returns, pulling and sketching drawings, printing character cards, completing residential work request as assigned. My administrative duties entailed; coordinate, perform a variety of highly responsible and complex A&T secretarial duties such as, but not limited to; budget assistance, project management, data systems and applications, summarize data for special projects and various comprehensive reports; prepare or direct the preparation of administrative reports.

**EDUCATION**

Clackamas Community College-\* Certificate of Completion\* Real Estate Property Appraisal

**September 2008-June 2010**

United Education Institute, San Bernardino, Ca. \* Certificate of Completion\* Network Administration

**May 2002-May 2003**