**Karen M Smith**

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Karen-Smith@comcast.net

***Professional with over 10 years customer service experience and degree in criminal justice, seeking to transfer office skills into legal field support staff.***

***Overview of skills***

* Administrative experience/University adviser.
* Student development focus.
* Extensive phone work performing qualitative interviews.
* Creative and effective oral and written communication skills.
* Competence and passion for developing ongoing relationships with students and staff.
* Demonstrated experience utilizing technology including troubleshooting, social networking, recruitment and internet sourcing and managing confidential databases.

***PROFESSIONAL STRENGTHS***

**Goal driven Persuasive Communication Flair**

**Professional Presentation Building Strong Client Relationships**

**Mentor/Trainer Social Networking**

* Excellent phone communication skills, cold calling with natural ability
* Established relationships with prospective clients while providing the highest level of customer care
* Worked with academic, career, and financial services for students seeking enrollment
* Strong intuitive sensitively of detecting opportunities based on abilities assess motivations
* Attention to detail and ensures all receive the highest level of customer service
* Demonstrated commitment, teamwork, and collaboration ability
* Proficient in computer programs and troubleshooting
* Self-driven and focused, results oriented perceiving next challenge
* Sound ethical judgment in decision making
* Creative thinker who contributes to all department goals.
* Ability to create enthusiasm with a high sense of urgency.

*Key Achievements*

* Frequently earn recognition for top sales performance
* Rapidly advanced through positions and promoted to sales trainer
* Closed 30-40% of all business transactions
* Client first mentality
* Unyielding interpersonal skills and ability to develop sound professional relationships inside and outside the educational system.

***PROFESSIONAL EXPERIENCE***

2005-2010 **University Admissions Advisor** CEC Corp, LLC.

A fast paced online university in Higher Education industry with over 20,000 employees and over 50 Million in annual revenues. Performed sales presentations and conducted qualitative interviews with potential students. Followed up with clients to answer questions and generate referrals. Follow-up with new and current students from start to graduation.

*Key Achievements*

Sales achievement of over 1 million dollars in education sales for organization

Excellent phone communication skills with all prospective clients

Built relationships with prospective clients while providing the highest level of customer care

Worked with academic, career, and financial services for students seeking enrollment

Counseled students and parents regarding university admissions process

Attention to detail and ensures all receive the highest level of customer service

Demonstrated commitment, teamwork, and collaboration ability

Proficient in computer programs and troubleshooting

E-learning applications for online educational programs

Sound judgment in decision-making

2003-2005 The Yacht Spot Inc.

***PROJECT COORDINATOR***

Kept accurate, current computer records on all buyers and sellers

Handled all aspects of processing boat sales and listings

Successfully contacted boat owners in all countries to broaden client base

Organized and styled advertising for successful sales

Built client database to locate desired vessels for boat buyers scheduled meetings with clients by appointments to view specific yachts by providing tours and presentations on boats for prospective clients

Marketed by mailings, cold calling, walk-in visits, and referrals.

Scheduled appointments and follow-up

***Education***

*Capella University-2013 to present Clinical Psychology*

*Masters degree 2010 Educational/Instructional Technology*

*Bachelors degree in Criminal Justices Forensics with an emphasis on Business*

*American InterContinental University Graduated Honors Society*