

# Trisha L. Smith

## Objective

Secure a position utilizing over 10 years of experience in customer service support.

## Professional Experience

2016- Present

Grace Compassion Home Health

Dallas, Texas

Caregiver

Assist client with daily living activities and personal grooming. Perform light housekeeping duties and meal preparation. Administer daily medications. Run errands and complete grocery shopping.

2008— 2014

ADT Security

Irving, Texas

Monitoring Operator

Monitor all incoming alarm signal activity. Perform emergency medical, fire, police dispatch and crisis intervention services. Enter and record data for criminal reports and property claims.

2004— 2007

Alliance Data Systems

Dallas, Texas

Customer Care Representative

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions for satellite and utility companies.

1998— 1999

Nations Bank of America

Dallas, Texas

Customer Service Representative

Handle incoming calls about accounts, IRA's and loans. Monitor and troubleshoot accounts for fraud. Data entry.

1996— 1998

Cellstar/MCI Retail

Irving, Texas

Program Specialist

Activate pagers and provide assistance to more than 15 retail stores. Set up new accounts and run reports for billing.

## Education

<i>1989---1990</i>	<i>Paul Quinn College</i>	<i>Waco, Texas</i>
<i>1988---1989</i>	<i>Mountain View Community College</i>	<i>Dallas, Texas</i>
<i>1984---1988</i>	<i>Justin F. Kimball High School</i>	<i>Dallas, Texas</i>