

CARTRELL SMITH

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PROFESSIONAL SUMMARY

Analytical professional with a background in education, ministry, and customer service. Transitioning into Cyber Security and Digital Forensics. Skilled in problem-solving and communication with strong ethical and leadership principles. Proven ability to handle sensitive information. Likewise, deliver clear and precise solutions under pressure. Dedicated to protecting systems, investigating threats, and promoting a culture of digital safety.

Specialty

- Cybersecurity & Ethical Hacking
- Incident Response & Threat Analysis
- Customer Service Management
- Team Leadership & Communication
- Problem Solving & Critical Thinking
- Ministry & Program Development
- Classroom & Event Coordination

PROFESSIONAL EXPERIENCE

Remote Customer Service Representative WellCare — *August 2022 – February 2023*

- Processed payments and accurately entered client information into secure databases.
- Conducted insurance plan research and provided clients with precise, compliant responses.
- Handled confidential information with professionalism and attention to detail.
- Delivered effective communication and problem resolution in a high-volume environment.

Elementary Teacher Frazier Elementary School — *August 2020 – January 2022*

- Managed academic progress for 60+ students, ensuring individual learning goals were met.
- Maintained digital records, parent communications, and performance analytics.
- Created engaging, technology-integrated lessons emphasizing digital literacy.
- Received recognition for excellence in teaching and student engagement.

Youth Pastor Antioch Baptist Church — *November 2015 – Present*

- Developed preaching schedules and educational initiatives to strengthen community engagement.
- Supervised youth events and collaborated with leadership for strategic program planning.
- Mentored young members in leadership, ethics, and personal development.

EDUCATION

Bachelor's Degree — 2019 Associate of Arts — 2017 High School Diploma — 2014

CERTIFICATIONS

- Licensed Minister
- Alternative Pathway to Teacher Licensing

AWARDS & ACCOMPLISHMENTS

- *Key to the City* — Recognition for community leadership and service.
- *Amazing Teacher Award* — For outstanding student engagement and educational impact.
- *Staff Spotlight Recognition* — For exemplary performance and teamwork.

TECHNICAL & PROFESSIONAL SKILLS

Cybersecurity Tools: Ethical Hacking (Beginner), Data Management
 Professional Skills: Leadership, Customer Service, Research, Communication, Teamwork, Adaptability
 Software & Systems: Microsoft Office Suite, Google Workspace, Educational Technology