**Andrea Smith**

**New York, NY**

[**msdr**](mailto:msdrea84@gmail.com)[**ea84@gmail.com**](mailto:ea84@gmail.com)

**(305)610-3218**

An self-motivated, attentive and charismatic individual with over ten years experience in Administration, Recruiting, Management; who is knowledgeable and passionate about Customer Service, Marketing, and Human Resource. Chastain has a history of exceeding guest expectations in many fields including, military, recruiting, general office, hospitality and, retail providing them with an commendable service. She is a true professional who appearance is always neat and well dressed. Possessing a strong understanding for multitasking, and being able to work effectively with top management to team players alike, means that she will always provide outstanding service. Right now she is looking for a suitable position with a company that is serious about hiring, developing, promoting, highly motivated and, talented people.

**Work Experience**

## Team Lead Recruiter

**US SECURTIY ASSOCIATES**

**Miami, FL**

**May 2017 to July 2018**

As Team Lead, I am accountable for 30 accounts assigned in the Georgia, Tennessee, North Carolina, South Carolina, Arkansas, and Louisiana. I supervised and monitored my team of six recruiters operations. I will help build, improve team and branch relationships by communicating through email or phone calls. I also monitored and tracked staffings needs via weekly and monthly basis and reported to department manager.

* Supervise the day to day sourcing operations of my assigned area within the Southern Region.
* Review and ensure all sourcing daily, weekly and monthly reports are accurate and up to date within their assigned team and area.
* Trained and coach team on out of the box, creative sourcing.
* Communicate staffing needs via Requisition Form; assist team members (recruiters) in identifying, phone screening and providing quality applicants.
* Develop staff in both technical and professional skills through performance management (coaching, counseling, and OJT training).
* Complies with and adheres to policies, procedures and company ethics.

**Senior Recruiter**

**US SECURTIY ASSOCIATES - Miami, FL**

**April 2016 to May 2017**

Interfaced with clients requiring staffing services to determine number of hires, salary, positions, and job descriptions for short-term and long-term temporary employees.

Sourced resumes to select best qualified candidates and interviewed candidates to better assess qualifications and ascertain personality, personal character, and work ethic.

Validated applicants references and communicated with previous employers to qualify capabilities and verify work history.

Input and maintain applicants data in ApplicantStack database.

Followed up with clients to evaluate temp employee performance and client satisfaction. Complies with and adheres to policies, procedures and company ethics.

Top-Ranked Results: Closed out my first location/account (Alabama) first week on the floor showing my drive and outstanding work ethic and organization skills.

**Adminstrative Assistant/Sales Affordable**

**Family Health Services**

**Atlanta, GA**

**June 2015 to September 2016**

Responsibilities: Take inbound calls and sale affordable health and dental plans to families and business. Common administrative work. Assist with complaints and formulate complaint summary in a call center setting. Follow up with clients and documentation any discrepancies.

**Tax Preparer (Seasonal)**

**2MaxTax Accounting Services**

**Atlanta, GA**

**January 2016 to April 2016**

Responsibilities

Prepare and submit personal and business taxes to the IRS as a mobile tax specialist.

Accomplishments

Certified Tax Preparer - January 2016

**Outbound Telesales Representative**

**SEARS HOLDINGS - Doral, FL**

**August 2014 to April 2015**

Contacts customers via telephone and attempts to sell product Maintenance and Protection Agreements.

* Contacts and engages decision-maker, and applies skills in the area of communication, customer service and problem solving.
* Delivers a sales presentation that is partially scripted and adapts to change quickly.
* Offers best value for the customer in terms of price, discount, multiple and additional terms.
* Stresses features and benefits of the Protection Agreement.
* Fields questions and overcomes specific objections raised by the customer.
* Corrects customer information on record when appropriate, closes the sales and is respectful of the customer's rights.
* Mails proposals and literature when requested.
* Follows through and calls back per commitments, works with other team members to provide the highest level of customer service and meets team goals.
* Complies with and adheres to selling policies, procedures and Company ethics.

**Executive Administrative Assistant/Office Manager**

**JGLOBAL ENTERTAINMENT - Miami, FL**

**January 2012 to August 2013**

Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

* Complete forms in accordance with company procedures.
* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Talk to customers in person and over the phone; and ascertain what each customer wants or needs.
* Compose, type, and distribute meeting notes, routine correspondence, and reports.
* Provide services to customers, such as order placement or account information.

**Sales Associate**

**NORDSTROM CORAL GABLES**

**November 2004 to May 2005**

Greet customers and ascertain what each customer wants or needs.

* Compute sales prices, total purchases and receive and process cash or credit payment.
* Answer questions regarding the store and its merchandise.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Place special orders or call other stores to find desired items.
* Prepare merchandise for purchase or rental.
* Inventory stock and requisition new stock.
* Bag or package purchases, and wrap gifts.
* Opened and closed the store, including counting cash, opening and closing cash registers and creating staff assignments.

**Education**

## MBA in Customer Service Management Candidate

KELLER GRADUATE SCHOOL - Miami, FL

## BBA in Marketing Communications Graduate

BERKELEY COLLEGE CLINTON - Clinton, NJ

September 2014

## High School Diploma in General

Coral Gables Senior High School - Coral Gables, FL 1998 to 2002

# Skills

Team Lead

# Military Service

### Branch: Navy

Service Country: United States Rank: E4

June 2005 to May 2009

# Awards

## Honorable Discharge

May 2009

## Employee of the Month

May 2017

# Additional Information

•Google: Doc, Forms, Spreadsheets and Gmail. Microsoft Office, Word, Excel, Powerpoint, and Outlook, Access WPM: 50

* Research: Researched and developed countless projects which resulted in positive outcomes.
* Presenting: Demonstrated strong communication skills through numerous class presentations.
* Collaborative team member
* Outstanding interpersonal skills
* Professional demeanor
* Attention to detail