

Laura A. Smith

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Summary of Qualifications

Extensive public contact in areas of customer services, sales, finance, coordination of services and problem resolution. Wide range of duties in two school systems.

Profile

"Ms. Smith updated her computer and office skills within a simulated office workplace. We served as her trainers and instructors, coaching both hard and soft skills in office practice and technology. We found her to possess many positive qualities that are valued in the workplace and to be an outstanding trainee."

Ms. Smith has an appealing, can-do personality. She works well with others and quickly adjusted to this learning setting. An enthusiastic worker with high personal standards, she is persistent in finding quality solutions to problems. She seeks input and accepts and implements constructive guidance wel." - Van Bray, M. Ed. Linda B. Malik, M.Ed.

"Laura Smith is a dedicated and devoted individual. She continues to show sensitivity to the needs of her home and community. She continues to improve with distinction academically, fundamentally, socially, and emotionally as a leader. She has proven to be methodical and orderly in her responsibilities."

Laura shares encouraging creative dialogue. She is always displaying the importance of personal interrelationships to achieve a more effective and relevant connection within our fragmented culture. She is an articulate witness for the support of others. I have found her to be an individual of impeccable integrity."

In her own right, she is captivating and has an exuberant spirit. She is one who possesses a deep sense of compassion and keenness in sensitivity. In her undertaking, she performs at a high degree." - James Thompson

"Go to" person for problem resolution. A versatile and enthusiastic individual, who is passionately committed to customer service. Possess dedication and motivation to complete tasks given. Solid organization skills, works well independently or in team fashion, excellent people skills.

Professional Experience and Accomplishments

Experienced teaching as lead employee overseeing work of others, coordinating and auditing financial services

Extensive public contact work that includes sales, customer service, student/parent/staff relations

Accounting experience in bookkeeping, payroll, invoicing, auditing, maintaining data base, problem resolution

Working knowledge of MS Word, Excel, Outlook, Internet

Experienced with Bookkeeping/accounting software

Experienced in educational, banking, communication and retail settings.

Related Work Experience

Part-time Employment while working a full time job:

- **Cashier** at Radio Shack, Coles Shoes, May Company, Uncle Bills, Medic Drug Store, Burger King
- **Customer Service** at Ohio Saving Bank
- **Telemarketer** at MBNA
- **Night Dispatcher** at Bonnie Speed
- **Payroll Clerk** at J&L Delivery
- **Hostess** at Red Lobster

Education and Technical Skills

Townsend Learning Center - Microsoft Office software Word, Excel, Outlook - 2012, Sawyer Business College - Accounting Diploma, Collinwood High School - **Technology Skills:** Windows, Microsoft Word, Excel, PowerPoint, Internet Applications,

Work Experience:

Auditor/Claims Examiner - Mayfield Board of Education	1997 - 2006
Secretary - Mayfield City School System	1989 - 1996
Sales Associate - AT&T	1981 - 1988