

# Norma A. Smith

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**Objective** To obtain an entry level customer service position

**Experience** 2011-2015 *Construction in the 21<sup>st</sup> Century (CITC)* Greenville, NC

**Conference Coordinator**

- Lead coordinator for four international conferences held in Malaysia, Thailand, and Greece
- Implemented new system to more efficiently manage conference, decreasing conference spending
- Primary conference liaison to all participants and members of the International Scientific Committee
- Editor for conference proceedings and CITC textbook series

2009-2011 *East Carolina University* Greenville, NC

**Academic Advising**

- Developed curriculum and taught introductory freshman class. Topics covered in this course include understanding the transition from high school to college, student development, listening/communication skills, study and test-taking strategies
- Worked front desk at East Carolina University Pirate Tutoring Center, made appointments and answered emails and phone, helped coordinate center events
- History Teaching Assistant and Lead history tutor for Pirate Tutoring Center

2004-2007 *Ham's Brewhouse* Greenville, NC

**Server and Bartender**

- Served and explained craft beer process and specific recipes to customers

**Education** 2009 *East Carolina University* Greenville, NC

- B.A., History
- B.A., Anthropology
- Member of Phi Alpha Theta, History Honors Society
- Recipient of Graduate program scholarship
- Two years graduate work

**Skills** 45 words per minute typing, Microsoft Office Suite, Open Conference Software, SPSS statistical software, German Fluency, JSTORR