

DAVID SCOTT FREW, JR.

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EDUCATION

Michigan State University

Bachelor of Arts in Communication (B.A.)

East Lansing, Michigan

June 2015

RELEVANT PROFESSIONAL EXPERIENCE

Operational Manager

January 2013 – June 2014

SMS Assist, LLC., Chicago, Illinois

Supervisor: Carl Costabile

- Consulted with customers / affiliates about their service needs and wants
- Received customer / affiliate calls about services
- Identified, researched and resolved customer issues using the company's web based systems and databases
- Managed all entries in the databases and ensured consistency and accuracy
- Managed the scheduling and completion of all services assigned by customer
- Sourced affiliates to perform specific services for each customer

Customer Service Associate

July 2012 – December 2012

SMS Assist, LLC., Chicago, Illinois

Supervisor: Dan Cece

- Consulted with customers to make sure company vendors performed satisfactory landscape and snow removal services
- Responded to customer inquiries regarding landscape and snow removal services
- Recorded customer inquiries by documenting inquiry and response in customer's accounts

Medical Billing Courier

September 2011 – July 2012

MedTec, Kalamazoo, Michigan

Supervisor: Thom Miller

- Stocked incoming medical supplies and deliver interoffice mail between various locations
- Responsible for the timely, safe and confidential transfer of office correspondences, x-rays, medical records, materials and supplies

Health Information Technology and Media Services

August 2005 – June 2011

Michigan State University, College of Human Medicine, East Lansing, Michigan

Supervisor: Bud Shultz

- Utilized *Camtasia Studio* to broadcast and record over 400 lectures for MSU College of Medicine

- Streamlined logistics of mail correspondence for the MSU campus
- Worked with professors individually on improving effectiveness of lectures through PowerPoint formatting and presentation techniques
- Provided technical assistance for over 250 medical students and professors

Tennis Instructor - Seasonal

May 2004 – December 2011

Albion College, Albion, Michigan

Supervisor: (Late) Scott Frew Sr.

- Guided and communicated with students on tennis skill development and leadership building
- Organized and supervised tennis practices and matches
- Examined the facilities and equipment on a regular basis and reported unsafe conditions and equipment to athletic director

PROFESSIONAL SKILLS

Programs / Database Experience:

- Microsoft Project, Word, Excel, PowerPoint, Access
- Photoshop CS
- Camtasia Studio
- Polycom Video Conferencing

REFERENCES

Shannon Kenny

Phone: 847-910-9297

Email: skenny@sms-assist.com

Ben Sylvester

Phone: 269-760-1925

Email: bsylvester@sms-assist.com

Thom Miller

Phone: 269-808-5429

Email: cottonbuzz@aol.com