

KRISTEN SMITH

4425 Thornberry St., Frederick, CO 80504 • 720-240-8933 • kristen.j.smith5@gmail.com

SUMMARY OF QUALIFICATIONS

Over ten years of Administrative and Customer Service related work experience. Motivated and dependable team player who works well with diverse groups in government and civilian work sectors. Excellent customer service skills and ability to be challenged with new tasks and responsibilities.

PROFESSIONAL EXPERIENCE

United NRG Group-Dacono, CO

7/2014-Current

Administrative Assistant

- Code and enter Accounts Payable invoices and expense reports into ViewPoint
- Assign purchase order numbers to requisitions in SharePoint and ViewPoint
- Perform weekly Accounts Payable check run
- Reconcile corporate American Express card
- Place office supply orders, sort incoming mail and maintain accounting files
- Serve as main point of contact for accounting and general company inquiries via phone, email and fax
- Assist in office equipment maintenance and troubleshooting

Family and Morale, Welfare & Recreation - White Sands Missile Range, NM

7/2009-9/2014

Marketing Assistant

- Provide marketing support for nineteen Family and MWR facilities and maintain marketing department in an orderly, professional and effective manner
- Function as a representative of Family and MWR at town halls, newcomers briefs and deployment briefs
- Assist in planning and execution of Family and MWR events including all print material, advertising and sponsorship needs
- Create a variety of print materials highlighting community events and programs.
- Serve as administrator of multiple websites and social media accounts
- Appointed as sole Community Sponsorship and Advertising Coordinator
- Identify sponsorship needs and create an annual plan
- Write sponsorship and advertising proposals and agreements ensuring that each is legally sufficient, in compliance with Army Regulations and executed properly
- Reconcile all purchases made on Government credit card and track all sponsorship and advertising income and expenses

Administrative Assistant

- Maintain all personnel files for Community Recreation Division and record time in ATAAPS for five GS employees
- Develop and maintain Community Recreation Division Chief's long-range calendar; schedule staff meetings and appointments
- Perform clerical duties as assigned including file maintenance and creation of briefing charts, spreadsheets, memos, formal letters and email correspondence
- Review correspondence for accuracy in format, grammar, punctuation and department policy
- Answer phones and address visitors in a swift and courteous manner
- Conduct basic maintenance and repair of office equipment including, desktop computer, printers, copy machine, fax machine, laminating machine and digital camera

Allstate Insurance – Las Cruces, NM

11/2008-7/2009

Claims Processing Specialist

- Operate claims processing software and phones in a call center setting
- Perform tasks necessary to settle claims efficiently and accurately
- Demonstrate excellent listening, problem solving and customer service skills
- Schedule appointments for vehicle inspections
- Resolve customer issues and answer basic questions regarding the claims process

Carbon Valley Recreation Center – Frederick, CO

3/2007-4/2008

Facility Supervisor

- Perform front desk operations including membership and program enrollment
- Answer phones in a timely and professional manner
- Delegate responsibilities and tasks among employees
- Demonstrate excellent customer service skills
- Assist in training new hires
- Ensure the facility is safe and clean for customers

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EDUCATION

Colorado State University
College of Health & Human Sciences

Bachelor of Science in Restaurant and Resort Management

Coursework highlights include:

- Completed 800 + hours of hospitality related work experience as a requirement of degree program
- Planned and executed a Valentine's Day dinner event for 160 people including food preparation
- Created concept and participated in a corporate sales blitz for the Hilton Fort Collins which resulted in increased hotel revenue

Professional training and recognition:

- Family and MWR Basic Management Course, IMCOM Academy Online
- Family and MWR Orientation Course, IMCOM Academy Online
- Intro to the Family and MWR Delivery System, IMCOM Academy Online
- Operation Excellence Customer Service Training, White Sands Missile Range, NM
- Commercial Sponsorship and Solicitation, IMCOM Academy Online
- Programming and Special Events, IMCOM Academy, San Antonio, TX
- Recipient of ESGR Seven Seals award

Skills:

- Microsoft Programs (Word, Excel, Power Point, Outlook)
- SharePoint
- Adobe Creative Suite
- ViewPoint Construction Software
- Encore, OnQ and LTI hospitality systems
- Typing speed of 40 wpm