

**CAROL SMITH**  
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Norwood Young America, MN 55397  
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## HIGHLIGHTS OF QUALIFICATIONS

- Customer Service driven individual who excels at developing rapport
- Extremely organized and dependable with high quality standards
- Results oriented; Committed to doing an excellent job and going the extra mile
- Known for managing time effectively and professionally representing the company
- Strength in recognizing, analyzing and solving problems
- Excellent leadership qualities and a positive attitude
- Currently updating computer software skills in MS Word, Excel, and Outlook

## EMPLOYMENT HISTORY

- Environmental Services Representative** **2002 – 2015**  
Ridgeview Medical Center, Waconia, MN
- Assisted patients many physical needs and procedures
  - Inventoried and stocked all hospital supplies
  - Cleaned and sanitized patient rooms and recovery to high specifications
- Line Leader III / Packager** **1988 – 2002**  
Birchwood Laboratories, Eden Prairie, MN
- Worked production in a fast past environment
  - Promoted to Line Leader III after one year of employment
  - Completed proper paperwork procedures following runs and performed quality control rejecting poor quality product
  - Performed safety checks on machines to ensure functionality
  - Trained new employees on company procedures
- Cashier** **1984 – 1988**  
Duebers Department Store, Waconia, MN
- Commended for excellent customer services to shoppers and vendors
  - Promoted to Head Cashier after two years of employment
  - Responsible for the inventory of the entire store

## EDUCATION

**Nursing Assistant Degree**  
Hutchinson Community College