

Jodie Smith

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PROFILE

Innovative leader with over 10 years of experience implementing communication methodologies and providing project solutions.

EXPERIENCE

Program Consultant II – Kansas Department of Health & Environment

- Development, implementation, review and management of the statewide portal governance program for electronic disease surveillance.
- Created, published, and distributed portal promotional and training materials. These materials have generated partnership interest from 4 other states and resulted in a 12% reduction in escalated issues being submitted to the core development team.
- Provided technical project leadership for MS Access database consolidation project; collapsing 10 databases to form a single database in order to improve consistency and reporting efficiency.
- Performed system administration and access auditing functions for 450 users across the United States.

MyHealthVet Support Representative – Department of Veteran Affairs

- Assisted Associate Director of Contact Management with analysis and development of service level agreements, agent expectations and standards, standard operation procedures, and communication models (Knowledge Management/Content) for new contracted technical support program. With my efforts, we were able to launch the program 6 months ahead of schedule.
- Ranked in the top 2% out of 4,696 applicants for the 2011 VA Innovation Proposal nation-wide competition.
- Researched, built, populated and administered national MyHealthVet SharePoint site using publishing concepts, practices, standards and technologies. This centralized source of information resulted in a reduction of Average Handle Time by 160 seconds.
- Performed analysis of technical issues and worked with stakeholders to develop resolutions for data synchronization and display issues. My efforts lead to a 32% reduction in escalated issues being submitted to the development team.

MyMedicare.gov Technical Support Representative – Vangent Inc.

- Assisted Department Manager with development and launch of a technical support live chat function. With my assistance, this program was launched 2 months ahead of schedule.
- Ranked in top 1% out of 1500 employees in Average Handle Time award.
- Developed and implemented internal communication plan to educate employees and quality assurance team of developing system issues.
- Acted as Supervisor during the incumbent's absence, managing a team of 20 employees.
- Initiated policy for monthly customer service evaluations, including guidelines and appeals process, to align with program goals.

National Contractor Recruiter – Amarr Garage Doors

- Managed recruiting campaign for the National Barn Company/Window World contract, resulting in 250 contracts across the United States and Canada.
- Negotiated contractor rates within a set budget, resulting in a 30% increase in revenue for the company.
- Developed and published contractor packets outlining technical, compensation and legal requirements for recruitment programs. This reduced non-compliant contractor rates by 40%, resulting in a \$240k reduction in administrative costs and compliance fines.
- Investigated escalated customer service issues, determined appropriate course of action, triaged, established issue ownership to individual managerial staff, and set deadlines for resolution. Designed and implemented MS Access database to track issue workflow progression through management. Performed trending analysis for emerging issues.
- Initiated electronic file management system to record contractor interactions. Administered hard copy warehousing for legal purposes.

EDUCATION

Bachelor of Management

Amarr University, Winston-Salem, NC
Graduated 2008

Journalism Studies

University of Kansas, Lawrence, KS

Communication Studies

Washburn University, Topeka, KS

CERTIFICATIONS

OSHA Certification

Amarr University, Winston-Salem, NC
Obtained 2007

Leadership Course Certification

Amarr University, Winston-Salem, NC
Obtained 2008

Six Sigma Yellow Belt Certification

Washburn University, Topeka, KS
Obtained 2012

Professional Development Series Certification

FEMA Emergency Management Institute, Atlanta, GA
Obtained 2012

ORGANIZATIONS

Special Emphasis Program Manager – VA HRC EEO/Diversity Division

Vice President of Public Relations – Topeka VA Toastmasters Int. Club

Webmaster – Topeka VA Toastmasters Int. Club

SKILLS

Microsoft Office Suite: Word, Access, Excel, Publisher, MapPoint North America, Visio, InfoPath, SharePoint, PowerPoint, OneNote, Outlook, Project.

RightNow

Siebel/Oracle

Avaya

GroupWise

PeopleSoft

Introscope Web Reporting

Enterprise Service Solutions: Remedy

REFERENCES

Available upon request.