

Eiji W. Smith

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EXPERIENCE

Front Desk Attendant

December 2005 – May 2007

Freedom Plaza Retirement Community

- Greeted visitors and residents at the front-desk to promote a safe and uplifting environment.
- Scheduled various medical appointments for residents, and arranged transportation to and from hospital.
- Utilized strong personal skills to make residents feel happy and secure.

Results

- Increased retirement home occupancy due to word-of-mouth by residents already living at the community.
- Recognized for outstanding customer service by management, and residents alike.

Teaching Assistant

August 2003 – December 2005

Glendale Community College, Arizona, United States

- Taught English conversation classes to ESL students.
- Critiqued various writing assignments for ESL students.
- Implemented different teaching styles for various students.

Results

- Improved grades for ESL students with regards to their English and writing courses.
- Instilled a higher sense of confidence within students.

Collections Agent

November 2000 – February 2001

Discover Card

- Resolved past due accounts from card holders who were not current with Discover Card Policy.
- Rectified problems for outstanding accounts by using excellent negotiation and listening skills.

Results

- Prevented multiple customers from closing their accounts with Discover Card and ruining their credit.

F-16 Avionics Technician

June 1996 – June 2000

United States Air Force/ Honorable Discharge

- Analyzed and isolated malfunctions for the F-16 fighter aircraft.
- Maintained sensitive tool and repair parts inventory, and ordering supplies as necessary for daily operations.

Results

- Provided for the safety and integrity of the flight crew and the aircraft.

EDUCATION

Bachelor of Arts, Communication Studies

May 2008

College of Human Services, Arizona State University, Phoenix, AZ

Cumulative Grade Point Average: 3.33/4.00 Dean's List 3 semesters

COURSE PROJECTS

Training and Development

Spring 2008

SCF Arizona, Customer Contact Center-Claims Processing and Policy Holder, Phoenix, AZ

- Developed, facilitated and evaluated a pilot training session focusing on creating employee behavior that supports customer satisfaction, retention and cross-department communication
- Designed needs assessment to identify areas for improvement
- Designed training location layout
- Recommended by pilot group to become mandatory training for all employees

TECHNICAL SKILLS

- Proficient in Microsoft Excel, Word, and PowerPoint.

LANGUAGES

- Native English Speaker, ability to understand and speak elementary Japanese.