

Lindsey Smith

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PROFESSIONAL SUMMARY

Enthusiastic Personal Assistant capable of learning, balancing, and delivering results quickly towards the needs of clients in both personal and professional capacities.

EDUCATION, ACHIEVEMENTS AND CERTIFICATIONS

- **Horry-Georgetown Technical College Conway, SC - Associate of Science Nursing Administration**
 - Dean's List 2017 and 2018
 - Recipient of Brittan Scholarship
 - Recipient of Christine Armstrong Scholarship
 - Recipient of McLeod Health Scholarship
- CPR certified through American Heart Association

SKILLS

- Administrative support
- Scheduling and calendar management
- Data Entry
- QuickBooks and Microsoft Office
- Recordkeeping
- Social media knowledge
- Sorting and labeling
- Customer and client relations

WORK HISTORY

MARCH 2017 TO JANUARY 2020

Brittan Resort Home Owner Services Myrtle Beach, South Carolina

PERSONAL ASSISTANT TO THE DIRECTOR OF HOMEOWNER SERVICES

- Organized and updated schedules for more than 300 room owners on a daily basis.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Maintained financial accuracy by collecting deposits, fees and payments.
- Managed paper and electronic filing systems by routing various documents, taking messages and managing incoming and outgoing mail.
- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes.

MAY 2019 TO JANUARY 2020

GRAND STRAND COMFORT CARE MYRTLE BEACH, SOUTH CAROLINA

CERTIFIED NURSING ASSISTANT

- Obtained client medical history, including medication information, symptoms and allergies.
- Assisted patients with mobility needs, including moving to and from beds, organizing wheelchairs and preparing assistive devices.
- Conferred with multidisciplinary healthcare team to help effectively manage patient conditions with regular testing and vitals assessments.
- Complied with all company-specific guidelines and performed hands-on nursing care to patients under RN supervision.
- Offered immediate assistance in emergency and routine paging situations to evaluate needs and deliver care.

MAY 2018 TO DECEMBER 2018

CAMPING WORLD RV SALES MYRTLE BEACH, SOUTH CAROLINA

ADMINISTRATIVE ASSISTANT

- Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.
- Managed supervisor itinerary and appointments and streamlined scheduling procedures.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.

- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.

APRIL 2017 TO OCTOBER 2017

RIVER CITY CAFE MYRTLE BEACH, SOUTH CAROLINA

SERVER- SHIFT LEADER

- Disciplined and motivated staff to achieve challenging objectives in fast-paced culinary environments.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
- Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions.
- Worked with POS system to place orders, manage bills and handle complimentary items for dissatisfied customers.
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers.
- Greeted and maintained relationships with regular customers.

MARCH 2015 TO OCTOBER 2016

JOES CRAB SHACK MYRTLE BEACH, SOUTH CAROLINA

HEAD HOSTESS

- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.
- Assisted managers with quickly resolving service- and food-related issues.
- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
- Managed in-person and telephone guest inquiries, customer service requests and reservation bookings.