

JAMES SMITH

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SKILLS

- Proven organizational abilities utilized in working while attending school
- Knowledge and experience in providing marketing support
- Over two years supervisory experience in customer service setting
- Proficient in MS Office Suite and social media tools including Twitter, Facebook, LinkedIn, Pinterest and Google+
- Fluent in written and spoken German with ability to communicate effectively with diverse cultural groups

EDUCATION

Bachelor of Arts, Business Administration: Marketing Concentration, Western Washington University (WWU), Bellingham, WA, Expected March 2021

- GPA 3.4; President's List three quarters

INTERNSHIP EXPERIENCE

International Marketing Intern, Ward's Natural Science, Bellingham, WA, March 2018-Present

- Developed international marketing plan for expanding sales in Australia/Fiji
- Constructed mission statement, and prepare country profiles, current marketing analyses, marketing objectives and product positioning documents
- Formulate bids for overseas customers according to established guidelines
- Provide customer service support, resolving problems and responding to customers via email and social media
- Interact constructively with team of sales agents in Australia to assess status and establish monthly reporting procedures

MANAGERIAL EXPERIENCE

Shift Supervisor, Chiao!, Bellingham, WA, January 2016-March 2018

- Trained and supervised eight employees in all facets of customer service
- Monitored inventory, ordered supplies and created employees' schedules to ensure efficient service
- Managed large cash drawer, including daily reconciliations and deposits
- Motivated employees by presenting positive demeanor, strong work ethic and commitment to quality

COLLEGE EXPERIENCE

Circulation Desk Assistant, WWU Libraries, Bellingham, WA, September 2018-June 2019

- Utilized strong organizational skills and broad-based knowledge of library holdings and processes to provide assistance to patrons
- Provided friendly and professional service to expedite material transactions
- Trained four new employees using new inter-library loan system

ACTIVITIES

- **Member**, WWU Student Marketing Association, 2018-Present
- **Member**, WWU Water Polo Team, 2017-2019