

TANYA SMITH

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EXECUTIVE PROFILE

Motivated and dependable professional with years of expertise in fast-paced environments utilizing extensive administrative duties. Proficient in job execution and proven track record of success in compliance and customer service.

STRATEGIC AND CREATIVE THINKER with solid background in delivering decisive, action-driven leadership. Demonstrates expert insight on the proficiency in teaching, coordinating, monitoring, evaluating and communicating with clients.

RESULTS-ORIENTED PROFESSIONAL with proven capacity to manage, coordinate operations and provide project administrative support, using initiative, resourcefulness and good judgement.

PERFORMANCE-DRIVEN TEAM PLAYER with excellent interpersonal skills and attention to detail, optimally utilizing all channels of communication to assist operations.

CORE COMPETENCIES

Microsoft Office	Customer Relations Management (CRM)	Report Preparation (RFQ/RFP)
Citrix Receiver (Batch Tickets)	SAP/Visio/MS SharePoint	Time Management
Maintenance Management Software (MP2)	Shipment Operations	Web Content
ADP/Time Scheduler	Inventory Management	Communication Skills
Business Simulation (Capsim)	Records Management	Reports/Documentation
		Adobe & FOXIT Phantom (PDF)

PROFESSIONAL EXPERIENCE

Kuehne-Nagel: Abacus Staffing

8/2019 - Present

JOB TITLE: Training Assistant - QSHE Specialist

Participate in creating and implementing training programs

- Maintain course training records (e.g. trainee lists, schedules, attendance sheets) on spreadsheets
- All new employees at Kuehne-Nagel are required to complete various Training Programs
- Distribute daily Internal Turnbacks form in warehouse – keep track forms on spreadsheet and investigate the outcome of the reports. Input data information into SAP; run report and update chart based on spreadsheet tabs
- Quality Investigator Assistant: to ensure the satisfaction and retention of investigate Corrective Action Forms and research documents in various boxes based on client complaints, identify the root cause of the issue, ensure the issues are corrected, and develop preventive actions.
- Inventory control: The purpose of this tasks is to use real time inventory count of all product in the Quality Clinic. Update database, keep track of all material items that has been accounted and if there are any damage goods it must separate from the passable goods. All account parts must be accounted to go through the walk around needed to be added on log roster. Prep time to setup stage areas get the team ready; count any items that has been assign to specific range of bins or pallet.
- Analyzes complaints concerning services rendered. Refers complaints of service failures to designated departments for investigation. Updates customers and management in a timely manner.
- Performs process conformity checks comparing documented standard work to work actually performed, and reports the results in writing. Also, Investigates quality complaints, non-conformances, and service failures

(Department of Aviation- City of Atlanta - Airport): Office Team

02/2019-04/2019

JOB TITLE: Project Assistant

ATLANTA, GA

- Provided technical support and issue resolution to users via multiple remote assistance platforms
- Created database list to keep track of license renewal for equipment's and software certificate information on monthly basis
- Escalated software/hardware problems that cannot be resolved to the appropriate level of support
- Troubleshoot network communication, software, and user account trouble calls both onsite and remotely
- Identified software requirements for systems through the analysis of different platforms and operations
- Assisted engineers with programming routers and maintain department website
- Trained and assisted business users in the use of company's software

UPS (Holiday Season): American Cyber Systems Inc.

09/2018-12/2018

JOB TITLE: Administrative Assistant

ATLANTA, GA

- Collaborated with management team to create and post weekly and monthly reports for leadership and administrative teams and acted as liaison between all departments to ensure proper communications and reporting practices
- Composed, typed and proofread correspondence, screened telephone calls, scheduled meetings, arranged tickler files and made travel arrangements.
- Provided the status of ticket request and completion, processed daily (tickets) from the company data queue
- Contacted various vendors to update license agreements and input data onto spreadsheet

Varian Company: Ultimate Staffing-

Job Title: Administrative Assistant

04/2018-06/2018
Atlanta, GA / IRVINE, CA

- Developed and maintained administrative process to achieve organizational objectives as well as to improve accuracy and efficiency
- Assisted project managers on monthly cost accounting and tracking vendor invoices/payments against budget
- Managed accounts payable and receivable while overseeing administrative budget as well as preparing expense reports
- Supported complex, deadline-driven operations, and resolved issues.
- Composed, prepared, edited, and distributed correspondence and other department documents

HB Fuller Company: Boss Staffing

04/2017-03/2018

Job Title: Administrative Assistant- Project Coordinator

Tucker, GA / ATHENS, GA

- Worked closely with the Facility Management Team to provide support with specific tasks based on Federal guidelines and Customs pertaining to customer specification orders
- Maintained a good rapport with customers by answering questions about their shipment status and follow-ups
- Contacted vendors to obtain pricing, tracking, and scheduling information for import and export services
- Input work order data by materials parts, equipment's information into system by using Maintenance software (MP2) and SAP to create PO and track invoices
- Ordered supplies from various vendors and submit into ARIBA system and create purchase requisition of invoices
- Coordinated with internal departments to make sure deadlines are met and deliverables provided for month end reports of permanent and temp employees work hours and prepared onboarding employees packages for new hires

Metro Industries-Walmart

03/2017-04/2017

Job Title: Sales Associate

FAYETTEVILLE, GA

- Handled all escalated customer service issues and resolved promptly, kept customers informed on status of their purchase and all product inquiries
- Directed and coordinated activities involving sales and manufactured products, and other subjects of sale, monitored customer preferences to determine focus of sales efforts
- Delivered each customer with the highest levels of service and satisfaction at all times
- Moved shelves around the store, put clothes on rack, merchandise on shelves, unpacked boxes from shipments to conduct merchandise inventory inside boxes
- Responsible for on-the-job training of new staff to bring them up to speed on company processes

RGIS Inventory

01/2017-03/2017

Job Title: Inventory Specialist

MARIETTA, GA

- Verified clerical computations against physical count of stock and corrected errors in computation or count
- Prepared reports, such as inventory balance, price lists and shortages, created and implemented a cycle count program to eliminate the need for an annual physical inventory
- Prepared Excel spreadsheets to track usage of key SKUs to aid in forecasting purchase orders to keep an adequate on hand quantity
- Compared inventory data to office report figures to ensure that they matched
- Assisted with creating tracking reports for project review meetings
- Effective communication with staff/work to ensure quality of work

MACY'S Logistics

11/2016-01/2017

Job Title: Pick Processor (Seasonal)

STONE MOUNTAIN, GA

- Ability to work in a fast paced environment and be flexible regarding current company needs
- Picked individual orders effectively and quickly with limited mistakes
- Trusted to ensure that books chosen for inspection meet the specific standards set by the company
- Safely palletized customers products as they're picked from their designated locations
- Pull products from invoice sheet, ensure that all products are accurate and check description
- Completed paperwork based on inventory tickets and order sheet provided

The Burks Companies

08/2015-06/2016

Job Title: Site Administrative Manager

ATLANTA, GA

- Collaborated with all General Superintendents on weekly reports to facilitate accurate and timely writing, editing, and preparation of final copy from draft to distribution to client
- Powered with verifiable success in identifying and implementing process to ensure efficiency and productivity of overall company operations
- Create new hire personnel information file documents such as I-9, W-4 tax forms, and verified background check
- Liaison between all impacted departments to ensure proper communications and reports due prior to all scheduled client meetings
- Developed all execution and creation of complex reports, presentations for site related site meetings in Excel, Power point, graph and PDF format

Focus Staffing**Atlanta, GA****March 2003 - July 2015**

Administrative Assistant / Project Assistant / Program Assistant

Companies Assignments:

State Of Georgia - Department Community Health: Grants Department (3.5 Years), Retirement System: (2 Years), Placement Properties: (2 Months), and other companies

Department Community Health - Department: Grants and Procurements

- Maintain project documentation is produced based on grants, invoices and bids pertaining to vendors.
- Research grant information, post docket file folder in reference to RFP, RFQ, and RFI.
- Create electronic files and folders, answer phones, copying, scanning to upload documents, Generated document to upload on SharePoint server and folder. Handle department social function for any events, organize office supply cabinets

Place Properties: College campus apartments in various states

- Handle college campus event calendar, coordinate schedule meetings and performed activities by the project team based on events. Maintain merchandise inventory and keep projects update by generating data reports.
- Generated floor plans to setup employee cubic area using Visio, handle facilities inquire for installing software and hardware.

Employment Retirement System:

- Handle customer service inquiries in regards open enrollment for retirement, send out material document packets setup open enrollment fairs calendar and participate at various State locations.
- Make sure products and services are deliver on-time based on project implementation and scope of work. Maintained and updated mailing lists; reserved conference rooms.

Comcast:

- Maintained electronic filing system, input data information for CRM application system
- Create various log sheets orders to enhance customer specific requirements. Appointment setter for interviews, filing.

Various Positions Held:

Encadria Staffing:	Georgia Pacific/American Merchandise Mart	07/2009-04/2011
Kinetix Solution:	Boys and Girls Club of America - Administrative Assistant	02/2006-09/2006
ASAP Staffing:	Cingular Wireless - System Security Helpdesk	04/2005-09/2005
Labor Management:	Kelly Springfield Goodyear - Administrative Assistant	02/2004-02/2005
Adecco Services:	Lockheed Martin - Security Assistant Analyst	09/2003-02/2004
Volt Service Group:	Hewlett Packard - Administrative Assistant	05/1999-09/2002

EDUCATION/CERTIFICATES**COLORADO TECHNICAL UNIVERSITY****Colorado Technical University****Master Degrees:**

Operational and Supply Chain Management: MBA February 2014

Project Management: MSM February 2012

Bachelor Degree:

Project Management: BS September 2010

DeKalb Technical Institute - Clarkston, GA

Certificates: Cisco Specialist, E-Commerce Website Specialist September 2001

Associates Degrees:

Microcomputer Specialist (A.A.T) March 2000

Secretarial Science – Associate of Applied Technology (A.A.T) September 1998