

Brandon G. Smith

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EDUCATION

Southern Illinois University Carbondale, IL May 2015
Bachelor of Arts: Business Administration – Personnel Management Specialization GPA: 3.5

SUMMARY OF SKILLS

Management

- Supervised a crew of 7 to ensure professional customer service that was rated #1 by the patrons
- Earned excellent work evaluations from management, recognizing strengths in human resources related duties
- Maintained employee records regarding performance, attendance, and discipline
- Consistently earned excellent grades in all business coursework gaining a thorough understanding of business processes and personnel management
- Managed the residence hall when director was off duty
- Recommended and installed a software program to assist with managing the residence hall records

Training

- Regularly developed and made presentations related to safety and training issues
- Assisted with the preparation and presentation of the Resident Assistant orientation
- Aided with the selection of Resident Assistants and other residence hall staff
- Developed and presented educational programs for residents
- Trained new employees in all aspects of policy, procedure, safety and customer relations

Communication and Presentation Skills

- Counseled with residents regarding personal issues and worked with them to develop problem resolving solutions
- Creatively designed and utilized posters, flyers and social media to promote residence hall activities
- Firmly intervened to resolve heated disputes between residents while maintaining composure
- Served as liaison between crew and management regarding promotional opportunities
- Maintained a customer-service attitude while serving customers and resolving problems

HONORS & ACTIVITIES

University Excellence Scholarship	Participated in three service- learning trips
Dean's List – 4 years	Appalachia, Ireland, and India
Delta Epsilon Iota – Vice President	

PROFESSIONAL DEVELOPMENT

Leadership conference, College Student Personnel Association	Gary, IN	October 2014
Participated in manager trainee program	Saint Louis, MO	June, 2011

WORK EXPERIENCE

<i>Resident Advisor</i> , University Hall, Southern Illinois University	Carbondale, IL	2013-present
<i>Assistant Manager</i> , Chick-fil-A	Fairview Heights, IL	Summers 2011-2014
<i>Team Member</i> , Chick-fil-A	Fairview Heights, IL	2008-2011