

SUZY SMITH

Summary

Results driven general management professional with 20 years' experience in leadership, training, coaching and mentoring in fast paced environments. Demonstrated effectiveness in project, operations and customer service management. Developed, programed and implemented user friendly, low maintenance software and data tracking programs designed to enhance the operational infrastructure of system and organizational processes through team assessments and meeting business strategy objectives.

Professional Highlights

- Outstanding interpersonal and managerial skills that encourages effective, organized and collaborative teamwork and exceptional customer service
- Computer proficiency and project management resulting in several successful program launches such as an academic on-line program, a PeopleSoft security system and a successful youth ministry program, demonstrating skills such as organization, process evaluation, database development and team collaboration on time and within budget
- Adept in process flow and data analysis resulting in database development for improved operational efficiency in tracking and utilizing data
- Develop and implement educational/training curricula and procedural manuals

Education

Denver Seminary, Littleton, CO **2015**
Master of Arts in Christian Formation and Soul Care (The study of developing spiritual maturity)

Gordon-Conwell Theological Seminary, Charlotte, NC **2009**
Master of Divinity; Pierce Center Fellowship Recipient (2005-2009)

Eastern Michigan University, Ypsilanti, MI **1994**
Bachelor of Science, Industrial Technology

Educational Work Study Experience

Denver Seminary, Littleton, CO **2013- 2014**
Admissions Office Student Worker

- Assisted over 50 prospective students with the application process, campus tours, and functioned as the point person ensuring that all questions were timely and correctly answered
- Encouraged teamwork through training and coaching assigned student workers and co-workers which enhanced departmental efficiencies and provided consistent customer service levels

**Work
Experience**

Gordon-Conwell Theological Seminary, Charlotte, NC **2011-2012**
Student Care Specialist, Admissions and Retention

- Advised potential and current online students in the recruiting and admissions process through academic counseling, conflict resolution, mentoring, spiritual direction/guidance and management of two diverse student staff members
- Developed and maintained several user friendly databases to improve efficiency and access to information which enhanced the recruiting, admissions, enrollment and retention processes

SouthEastern Petroleum Systems, Inc. (Ajilon Staffing), Charlotte, NC **2005-2007**
Dispatcher Manager

- Initiated, programmed and maintained a database to manage merchandise sales and inventory for a multi-million dollar contract as directed
- Managed a staff of 8 service technicians, handled customer relations/service and processed monthly billings
- Originally hired as an Administrative Assistant and was promoted to Dispatcher Manager within one year.

Ford Motor Company (Compuware Corporation), Dearborn, MI **1997-2004**
Project Management/PeopleSoft Security Administrator/Developer

- Partnered with national and international department coordinators assessing customer needs for the development, oversaw the programming and managed the daily maintenance of a new data security program focused on protecting customer confidential financial information
- Trained security administrators and created a process manual focused on maintenance of newly launched PeopleSoft Financials security system

Compuware Corporation, Farmington Hills, MI **1996 - 1997**
Programmer/Analyst

- Developed and implemented a new software program that improved operational processes
- Collaborated with team members to create, edit and finalize a user manual for the newly implemented software program that helped employees transition into the new Oracle Financials system

Rite Aid Drug Store, Detroit, MI **1990-1995**
Pharmacy Manager

- Managed a staff of 10 pharmacy professionals ensuring proper staffing levels to meet customer demand
- Reduced customer complaints by 10 % due to the implementation of quicker customer-friendly fulfillment processes

**Volunteer
Experience**

Denver Seminary, Littleton, CO

2013-2015

Student Advisor

- Participated in several student discussion panels for New Student Orientation and recruiting events for the purpose of improving the seminary's recruiting and onboarding processes
- Mentored and offered spiritual direction for several students with the goal of enhancing professional and personal growth

Gordon-Conwell Theological Seminary, Charlotte, NC

2005-2011

Worship Leader and Student Advisor

- Oversight of Chapel worship services such as organizing the worship team, selecting music, leading worship and preaching
- Counseled students in navigating academic, personal and ministerial direction for a successful and balanced seminary career