

# ALINA M. SMITH

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## SUMMARY OF QUALIFICATIONS

Over 2 years of Business Administration experience  
Over 3 years of Customer Service experience  
Strong leadership, communication and organization skills  
Self-motivated, detail oriented, dependable, team player  
Working knowledge of Microsoft computer programs

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## EDUCATION & HONORS

*University of North Texas, Denton, TX*

**Major: BBA Human Resource Management / Organizational Behavior**

Expected Graduation: May 2008      Cumulative GPA: 3.82 / 4.0

## ACADEMIC HONORS

Jim Wilkins Scholar	Fall 2007
President's List (4.0)	Fall 2006, Fall 2005, Spring 2005, Fall 2003
Dean's List (3.5)	Spring 2007, Spring 2006, Fall 2004
Phi Kappa Phi inductee	2007
Golden Key National Honor Society inductee	2007
Beta Gamma Sigma inductee	2006
Phi Theta Kappa inductee	2005

## LEADERSHIP POSITIONS

<b>Society for Human Resource Management</b>	<b>08/06 – Present</b>
President	05/07 – Present
Vice President	12/06 – 05/07
Vice President of Finance	08/06 – 12/06
<b>Beta Gamma Sigma</b>	<b>08/06 – Present</b>
Vice President of Programs	05/07 – Present
Vice President	08/06 – 05/07
<b>Professional Leadership Program</b>	<b>08/07 – Present</b>

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## SKILLS & ACCOMPLISHMENTS

### Human Resources

- Designed a Compensation Structure as a team project in Compensation & Benefits
- Trained new employees in customer relations, register operation and effective selling

### Administrative

- Coded, reconciled, maintained and filed 50 invoices daily
- Answered and transferred calls on 6-line switchboard
- Assisted 10 prospective students with application procedures daily
- Data entered information from transcripts and other academic documents into information database
- Assisted new employees with insurance enrollment

### Customer Service

- Top performer in team selling atmosphere (items per transaction, dollars per sale, total sales) consistently
  - Assisted 10 customers daily with selection of merchandise
  - Dealt with irritated customers and resolved complaints
  - Built relationships which resulted in loyal customers
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## EMPLOYMENT HISTORY

<b>Human Resources Administrative Assistant</b> – Pogue Construction, McKinney, Texas	01/07 – 08/07
<b>Estimating &amp; Project Management Assistant</b> – Pogue Construction, McKinney, Texas	05/06 – 01/07
<b>Data Entry Clerk</b> – University of North Texas International Admissions Office, Denton, Texas	02/06 – 05/06
<b>Accounting Assistant</b> – Pogue Construction, McKinney, Texas	11/04 – 08/05
<b>Sales Associate</b> – Eddie Bauer Outlet, Allen, Texas	07/03 – 11/04