

Jamilah Smith

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Objective

Education

1989

Proviso East High

Academic Studies

2010

Still Attending

Westwood College

Bachelor of Applied Science in Criminal Justice

Work Experience

2007-2011

Innovative Return Concepts Position :

Customer Service Representative

Summaries of Responsibilities:

- Answered calls from vendors wanting credit for items being returned from Safeway stores.
- Worked on daily spreadsheets of incoming and outgoing shipments.
- Set up all shipments with LTL and local carriers
- Kept track of all Fed Ex and UPS tracking numbers, and emailed those numbers to the main office and local vendors.

2004-2007

Compbenefits

Position: Customer Service Representative

Summaries of Responsibilities:

- Communicated accurate information regarding eligibility, and plan information. Provided assistance to subscribers, dentists, brokers/agents and corporate staff
- Answered on a daily basis 85 inbound calls regarding dental insurance plans
- Gave claim status on dental insurance claims.
- On a daily basis handled customer inquiries, solved problems and help locating in-network or out of net-work providers

1998-2003

First Commonwealth

Position: Customer Service Representative

Summaries of Responsibilities:

- Assisted members, dentists, and group administrators on a daily basis regarding dental eligibility benefits, HMO, PPO and Indemnity dental plan information, and claim status.
- Achieved and maintained highest volume of incoming calls than any other representative, averaging 100 calls a day.

JAMILAH SMITH

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ENTRY-LEVEL CRIMINAL JUSTICE CANDIDATE

Committed and eager to contribute to the righteousness of our criminal justice system, a devoted, hard-working, well-educated individual desires an opportunity offering experience, enhancing current knowledge of criminal justice science in the field of parole and investigations. Energetic, enthusiastic, self-motivated team member capable of completing tasks assigned by senior personnel seeks a position on your criminal justice team.

EDUCATION

Bachelor of Applied Science in Criminal Justice, 2015

Westwood College, Chicago, IL

Relevant Coursework

- Intro to Criminal Justice
- Corrections
- Criminal Law
- Constitutional Law
- Introduction to Policing
- Makeup Advice
- Criminology
- Org. Issues & Criminal Justice
- Private Investigation & Security

QUALIFICATIONS SUMMARY

CRIMINAL JUSTICE ACADEMIC KNOWLEDGE

- Advised to maintain focus in stressful environments, staying alert to potentially lethal devices and threats.
- Ensure safety of premises and all pedestrians utilizing proper restraints and commands to end altercations.
- Sound ability to comprehend lesson plans, write accurate reports, and collaborate with team members.
- Effectively utilize various teaching methods in combination with outside sources to complete necessary tasks.
- Continuously worked to understand criminal justice teachings within the hands-on classroom environment.
- Constantly asked questions, requesting knowledge and teachings from skilled professors on various topics.
- Use discretion in handling extremely sensitive and confidential information for both institutions and clients.

COMMUNICATION CAPABILITIES

- Enhance written and verbal communication skills development through customer interactions, collaborating with team members, sitting through training sessions, and participating in class meetings.
- Properly follow company policies and procedures after reading instructions and speaking with team leaders.
- Exceptional interpersonal and problem resolution skills, noticeably thriving in team motivation and productivity.
- Worked alongside professors to acquire first-hand training techniques, serving as criminal justice apprentice.
- Unveiled uncommon ability to work well with public and effectively deal with angry, disgruntled customers.
- Possess technical proficiency in operating multiline phone systems, copiers, printers, scanners, fax machines, computers, and software including *Windows XP* and *Vista, MS Office*.

CUSTOMER SERVICE SKILLS

- Maintained patient demeanor and calming voice, assisting consumers in uncomfortable, hostile situations.
- Collaborated with entire team to provide a superior work space and experience for valued customers.
- Trained to deliver top-tier service requiring professional appearance and meticulous attention to detail.
- Successfully acquired testing and evaluation techniques interacting with instructors and classmates.
- Heightened leadership capabilities competently leading group presentations on criminal justice topics.

WORK HISTORY

- INNOVATIVE RETURN CONCEPTS, Customer Service Representative, *Chicago, IL* 2007 – 2011
- COMPBENEFITS, Customer Service Representative, *Chicago, IL* 2004 – 2007