

# Janet Smith

Smith234@gmail.com

774-333-1234

2 Middle Street, Lowell, MA 01854

## EDUCATION

- Middlesex Community College (MCC)- Bedford, MA Jan 2016-present  
Degree in CJ- Law Enforcement, Associate in Science
- Cooperative University Tolima, Colombia 2008 – 2009  
Associate Degree in Marketing

## EXPERIENCE

Leading Edge Aviation Service - Aircraft Detailing.

Bedford, MA. Nov 2017 – Present

- Used appropriate communication and problem solving skills to resolve issues in timely accurate manner.
- Gained extensive knowledge about aviation service.
- Followed the rules and procedures to maintain high level of safety

.

Dunking Donuts - Crew Member.

Lowell, MA. Aug- 2015 /Nov – 2017

- Through demonstrated leadership and ability to work independent selected by manager to work as interim manager.
- Ensured accurate time cards payroll and scheduling for two stores, totaling 8 employees
- Communicated with team members used fair respectful.
- Used organization. Time management and self-motivation.
- Provided customer service with excellent conduct using positive language and consistent treatment.

Destinos Travel and Tours - Travel Agent

Lowell, MA. Jun-2012/ Jul- 2015

- Analyzed reports to track trip, availability and use information to monitor capacity of trips.
- Used PowerPoint to create promotional material for tours.
- Documented records with the purpose of complete and accurate customer information confidentially.

## Skills

- Fluent in Spanish
- Empathy
- Conflict resolution
- Excellent personal ethics
- Leadership Skills