

E r i c S m i t h

Summary

Creative yet versatile professional with 12+ years of operational and logistical expertise, superior customer service, ardent assets, property management performance, and reliable leadership looking to leverage my diversified skillset and experiences to coalesce into a fruitful career and successful advancement.

Professional Skills

Efficiency	Problem Solving
Accounting	Adaptability
Analytical Thinking	Critical Thinking
Handling Pressure	Ingenuity
Diligent Work ethic	Inter and Intrapersonal Office skills

Employment History

Real Estate Personnel, Inc

July 2015 – Present

Property Administrator and Administrative Support Services

Coordinated rental and property management activities for major residential communities and property management clientele like Greystar, Grand Peaks, Echelon, and numerous others; created turnkey solutions on behalf of landlords that improved tenancy to 98%. Ensured continual company compliance with the Americans with Disabilities Act (ADA). Excelled in over-achieving sales and marketing goals; experienced with One Site, Yardi, Entrata as well as various other relevant residential and commercial real estate industry software.

MDT Technical

August 2017 – November 2018

Operations Administrator; Desktop Integration Analyst

Implemented strategic IT enterprise solutions while providing superior assets and risk management support; directed technical operations for the organization to ensure maximum efficiency, profitability, and sustainability.

- Arrow Electronics: worked in a collaborative environment to implement successful functional strategies for SaaS, IoT, and new SOPs to improve critical IT and company-wide operations, procurement, and systems integration; as well as client relations and risk management. Led asset return process, authored corporate IT policy guidance, and strategized applications of company guidelines. Managed organizational technology, IT equipment, IT policies, and sensitive company material to ensure information and communication systems, data collection, assets, and systems software all integrated successfully to achieve increased productivity and accurate

workplace practices, improving efficiency to over 200%. Supported over 19,000 company end-users and executives for future company acquisitions and integration. Provided numerous hours of hands-on training to team, and general guidance to associates. Performed desktop support and ServiceNow functions supporting thin clients, PCs, Workstations, and other computer hardware/software at an enterprise level.

Robert Half, International

November 2014 – August 2017

Administrative Support; Assistant Logistical Operations Manager

Provided administrative and clerical support, and served as a subject expert for logistical, property management, and business operations for various companies, clientele, and projects.

- **Classic Brands, LLC:** transcended company operations to expand successfully 40 percent within 1 year; implemented strong assets and inventory management, refined procurement, and streamlined international logistics in the supply chain, creating new cost-effective routes, which reduced logistical costs by 60%; disputed and negotiated AP/AR issues and invoices; evaluated, proposed, accepted and denied company contract bids and proposals; improved audits, and created project management and risk management guidance documentation.

Sysco Denver, Inc

December 2014 - March 2015

Inventory Control & Procurement Associate

Procured stock from various warehouse sections using SAP software; performed administrative functions and inventoried with company SOS label technology. Authored orders for distribution and created cost-effective distribution solutions.

Metro News Service

April 2014 - September 2014

Tele-Service and Sales Marketing Agent

Informed, assisted, and persuaded customers to purchase products and or upgrade company services; provided technical support, managed high-volume calls, inbound and outbound. Used multiple well-known customer services and customer representative service systems. Performed various data entry, administrative, and clerical functions.

True Blue, Inc

September 2012 - September 2014

Logistics and Administrative Contractor

Served as logistical operations expert for various companies and clientele; improved inventory management for many projects, and performed various administrative, clerical, and analytical support for clients.

Alorica

May 2008 - January 2009

Customer Service Manager

Provided outsourced contact management solutions, inbound and outbound customer care and sales, technical support services for business-to-consumer companies and corporations from various industries, including energy and utilities, financial services, government, Internet services, media and entertainment, and technology, managed company marketing. Co-supervised a small team of customer service associates; performed QA/QC; managed company marketing.

United States Army

March 2003 - May 2008

Automated Logistical Specialist

Automated military accounting and supply reports, and inventory and material controls; administered document control procedures. Purchased inventory worth over an estimated 1 billion (unlimited government funds). Created contracts, purchase requests, and shipping documents and managed inventory. Reconciled inventory for multiple facilities for monthly, quarterly, and annual reporting, expense reports, and status reviews. Performed systems integrated IT functions supporting end-user customers, and assets management; supervised office personnel of eight starting 3rd year of employment.

Education

Metropolitan State University of Denver

Denver, Colorado

Bachelor of Arts Political Science; Anticipated graduation: Fall 2022

Community College of Aurora

Aurora, Colorado

Relevant coursework: Real Estate Brokers, Public Speaking, International Relations, Political Science

Hobbies & Interests

Traveling around the world, taking random road trips, doing thrill-seeking activities, meeting new people, and going to buffets. I love luxury sports cars and exploring the world of luxury real estate. I am also passionate about charity and volunteering to feed homeless children and veterans, and those in need of other assistance.

Volunteer Experience

Volunteer, Jeffco Action Center, Lakewood, CO, *Summer 2009*

- Partnered with local pawnshop to sponsor a food drive
- Conceptualized and successfully launched a food drive that collected contributions of monetary value, matched by Walmart, as well as dry goods and other food items for the county food pantry.

Volunteer, The International Imperial Court System (ICS), *Fall 2008 to Fall 2017*

- The ICS is the second-largest GLBT organization in the world and a 501 (c)(3) organization with Chapters/Courts throughout the United States, Canada, and Mexico engaged in hosting social, charity, and fundraising events. While a member of the International Court System, each Court is autonomous and adheres to the laws of its governing state or province working closely with its local community and businesses to raise funds that go directly back into the local community to help those in need of assistance.

Local chapters of The International Imperial Court System I've volunteered at:

United Court of The Pikes Peak Empire, Colorado Springs, Colorado.

Imperial Court of the Rocky Mountain Empire, Denver, Colorado.

- **Responsibilities:** Conducted charitable and public service projects and events to benefit various legitimate charities and provide social and charitable activities.

Accomplishment: Volunteered and raised money through donations, galas, entertainment functions, and fundraisers at various events, venues, schools, and clubs throughout the state of Colorado. The money raised was then given back to the community, some at the end of each tax year.