

# Samantha Smith

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## Education

May 2014     **East Carolina University College of Business**, Greenville, NC  
Bachelor of Science in Business Administration  
Management Information Systems  
GPA 3.85/4.0; Chancellor's list (2013) Dean's List (2010, 2011)

## Technical Expertise

- **Hardware/Operating System Platforms:** Cisco, Windows, Macintosh OS
- **Programming Languages/Software Applications:** SQL, Visual Basic, Access, Excel, MS Word
- **Networking:** Ethernet Connections, Novell Systems

## Technical Projects:

### **Database Management Project (Fall 2012, MIS 3063) ECU, Greenville, NC**

- Created a conceptual data model with structural constraints and assumptions for particular organization
- Developed a database to efficiently track and record information concerning product sales
- Implemented a database that allows appropriate management of information and produced relevant period reports

### **Analysis of Business Information System (Spring 2013, MIS 3028) ECU, Greenville, NC**

- Collaborated with a group to develop a business application
- Used MS Access and SQL to create forms, queries and reports to retrieve customer information for business decisions

## Experience:

2012 –     **Equis Corporation**, Charlotte, NC  
Present     Online Support Customer Service Agent

- Assist customers with internet issues utilizing multiple troubleshooting methods
- Provide excellent customer service to online customers in fast-paced environment

2011 –     **ECU Student Union**, Greenville, NC  
2012     Dining services – Crew Supervisor

- Supervised and scheduled a crew of 10 students
- Interviewed and trained new staff

## Activities and Honors:

- East Carolina AITP Vice President
- Gamma Beta Phi Honor Fraternity Member
- ECU Running Club
- Greenville Boy's and Girl's Club Mentor