

JERELL S. SMITH

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PROFILE

Self-starter, dependable, and hardworking young professional with demonstrated successful experience in the areas of Administrative Support, Warehousing Services, and General Office Services. Strong reputation for providing excellent customer service that is able to set personal goals and takes direction from others. Demonstrates a high level of motivation and enthusiasm in all aspects of work.

EXPERIENCE

ICI, Inc.

Hyattsville, MD

Jan 2000 – Present

Office Services Associate

- Provides general office support to include a variety of clerical, custodial and grounds keeping activities and related tasks for this 700+ membership based organization.
- Answers telephones, handles calls, routes to appropriate individual or takes messages. Ensure customers, vendors and employees are handled in a professional and courteous manner. Greets and directs visitors as appropriate.
- Receives, sorts and forwards incoming mail. Coordinates the pick-up and delivery of express mail services (FedEx, UPS, DHL).
- Types and designs general correspondences, memos, charts, tables, graphs, business plans, etc. Proofreads copy for spelling, grammar, and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.
- Assists in the ordering, receiving, stocking and distribution of office supplies and other related clerical duties such as photocopying, faxing, filing and collating.
- Performs custodial work throughout the building, in offices, and the other surrounding grounds. Sweeps, vacuums, mops, scrubs, waxes and polishes floors using industrial vacuum cleaners and scrubbing and buffing machines. Uses ladders to dusts and wash walls, cleans ceilings and dusts and polishes light fixtures. Maintenance of the building/facility and ensuring the cleanliness and well stocking of supplies throughout and maintain overall facility appearance.
- Receives, stores, and distributes material, tools, equipment, and products. Moves materials and items from receiving or storage areas to shipping or to other designated areas.

MedAssurant, Inc.

Clinton, MD

Mar 2007 – Jul 2007

Administrative Coordinator

- Assisted in record review process in such a way as to maintain the highest level of quality and timeliness for MedAssurant's overall chart abstraction service delivery:
- Processed digital scans of electronic documents (i.e., confirmations, medical records) through the SRSA System;
- Scanned in digital copies of received hard-copy documents (i.e., confirmations, medical records); and
- Distributed hard-copy documents (i.e., confirmations, medical records).
- Maintained compliance with MedAssurant policies and procedures;
- Adhered to all confidentiality and HIPAA requirements as outlined within MedAssurant's policies and procedures with respect to any aspect of data handled.

United Parcel Service

Landover, MD

Aug 2006 – Nov 2006

Package Handler

- Scanned and sorted packages.
- Unloaded and loaded vans, trailers and trucks according to zip codes and zones.
- Lifted packages from 1 to 100+ pounds on a regular basis.
- High degree of contact with customers who shipped packages.
- Checked shipping addresses, performed packaging quality inspections and completed sales transactions.
- Loaded and unloaded, packed and unpacked, audited, scanned orders, shipped and received data entry into computerized inventory control systems.

EDUCATION AND OTHER SKILLS

Largo High School

High School Diploma

2006

Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Internet, Scanners, Copiers, Fax Machines, Databases