

Donna Smith

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Summary of Qualifications

Extensive experience managing and coordinating workflow in warehouse and trucking company. Outstanding customer service and office management skills.

"Donna Smith worked for our family business, Ajax Trucking Co., for more than 30 years. During that time we do not know what we would have done without her. Donna worked directly for my brother who unfortunately passed away in 2006. When my brother was away and often when he wasn't, Donna ran the business. Whenever a problem came up she was everyone's "go to" person to solve the problem.

Donna was the glue that held the day-to-day business together. It was nice to have someone on the team with a brain and the initiative to get things done." - Martin Jones President, Jones Coal & Coke

"We knew Ms. Smith over three months as an outstanding trainee and to possess many positive qualities that are valued in the workplace.

Ms. Smith has an outgoing, appealing, can-do personality. She works well with others as a natural leader but also as a team member. She has high personal standards, and her enthusiasm motivates and inspires others to achieve their best.

Ms. Smith has strong skills in MS Office" - Van Bray, M. Ed. Brian Handke, B.S. Linda B. Malik, M.Ed., Townsend Learning Center

Profile

"Go to" person for problem resolution. A versatile and enthusiastic individual, who is passionately committed to customer service. Possesses dedication and motivation to complete tasks given. Solid organization skills, works well independently or in team fashion, excellent people skills.

Ability to control details in a fast moving work facility; the last to leave when asked to meet deadlines.

Education and Technical Skills

Vocational Services – QuickBooks and Advanced Excel – 2013-2014
Townsend Learning Center – Microsoft Office – 2013

Working knowledge of QuickBooks Pro 2014,
MS Word, Excel, Outlook, Internet,
70 wpm keyboard, data entry 13,500 kph

Skills and Knowledge

Accounts receivable, accounts payable	Payroll, billing, maintain inventory, ordering products	Scheduling installation and repair of machines
Customer service, problem resolution	Dispatching, routing, scheduling drivers	Coordinate and supervise warehouse personal

Work Experience

Warehouse Manager – R&B Refreshments	2009 – 2013
Administrative Secretary – Ajax Trucking Company	1972 – 2008