Ahrianna Smith

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**Skills**

Languages: Fluent in English, Intermediate in Spanish

Technical Skills: Microsoft Suites, Human Capital Management Systems, Adobe Photoshop, WordPress

Soft Skills: Communication, Organization, Career Management, Critical Thinking, Teamwork, Problem-solving

**Education**

Associates of Applied Science ***April 2024 - Present***

South Mountain Community College ***Phoenix, AZ***

 ***GPA: 3.25/4.00***

**Academic Projects**

STEM Train Program ***August 2024 - Present***

South Mountain Community College ***Phoenix, AZ***

* Collaborated with a mentor on a technology-based project and was responsible for creating an e-commerce website, resulting in a successful project and functional website.

* Delivered consistent project updates to team members via Zoom and Webex, ensuring alignment on progress and timelines, which enhanced communication efficiency.

* Conducted market research, developed a cohesive brand strategy, and redesigned key brand elements using ProCreate, Adobe Photoshop, and Canva, resulting in a 200% increase in customer engagement.

**Awards**

Honors Achievement Award ***February 2025***

*South Mountain Community College* ***Phoenix, AZ***

National Science Foundation (NSF) STEM Train Program Scholarship ***2024 & 2025***

*South Mountain Community College* ***Phoenix, AZ***

**Work Experience**

**Student Career Peer** ***January 2025 - Present***

*South Mountain Community College*  ***Phoenix, AZ***

* Conducted outreach to keep students informed about career services resulting in a 25% increase in awareness of services offered.

* Managed content for digital display by uploading timely information increasing student participation at events.

**Sales Associate** ***August 2024 – December 2024***

*United Beauty Supply* ***Mesa, AZ***

* Managed inventory, including stock replenishment and organization, ensuring customer product availability.

* Operated the point-of-sale system, accurately processing transactions, returns, and exchanges.

* Increased social media marketing on multiple platforms resulting in 40% more engagement.

**Customer Service Representative** ***October 2023 - December 2023***

*Adecco* ***Phoenix, AZ***

* Conducted outbound calls to customers on behalf of Wells Fargo to confirm receipt of issued checks, ensuring smooth payment processing and customer satisfaction.

* Provided professional and courteous customer service by verifying information, addressing inquiries, and escalating issues as needed.

* Accurately documented call outcomes and customer responses in company systems to maintain detailed records for financial reconciliation and compliance.

**Customer Service Representative** ***April 2023 - July 2023***

*InTouch* ***Mesa, AZ***

* Handled inbound customer calls for Hyundai, assisting with inquiries, concerns, and service-related issues professionally and efficiently.

* Accurately documented customer interactions, concerns, and resolutions in company systems to maintain detailed records and improve service processes.

**Debt Collector** ***September 2019 - February 2020***

*Cornerstone Credit Services* ***Anchorage, AK***

* Contacted individuals with outstanding balances to negotiate payment arrangements while maintaining professionalism and empathy.

* Accurately documented all collection efforts, customer interactions, and payment agreements in company records to ensure compliance with regulations and internal policies