

# RESUME

## JAMES SMITH

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### EDUCATION

#### **Park University**

*Bachelor of Science – Business Management*

GPA 3.45

Parkville, MO

May 2018

### EXPERIENCE

#### **Business Trade International**

*Project Manager*

Dallas, TX

December 2014 – Current

- Oversee and manage all aspects of client accounts beginning in the planning stages with their needs assessment, developing cost analysis, and execution of the overall project
- Develop positive relationships with future and 50+ current customers to ensure successful solutions are created for their specific needs
- Act as first contact from initial stages with customer ideas to working with multiple teams on-site to guarantee project completion to the highest of standards providing 99% approval rating
- Report and utilize account metrics to provide continuous data in key decisions to lower organization cost by 35% and decrease start to finish production time by 20%

#### **Amazon**

*Client Engagement Specialist*

Seattle, WA

January 2011 – December 2014

- Maintained bi-weekly updates and communicated with multiple departments the status of project or any changes that might need to be made within a quick turn around
- Coordinated and prepared client meetings with 12-15 companies at a given time including agenda, updated financial and project status, and new action items
- Tracked modifications for existing jobs by documenting conversations via e-mail, by phone, or face-to-face had with team members and clients
- Provided existing and prospective clients a wide range of solutions to their marketing needs with new opportunities or products that might be beyond their original ideas

### AWARDS AND ACHIEVEMENTS

**National Honor Society for Business Professionals Award – Recipient**

May 2018

**Seattle Young Professionals – President**

2015 - 2017

**Innovative Mind Award – Amazon**

March 2016