

**Tonika Smith** Telephone 678-683-3430 Email: [tonniezsmith@gmail.com](mailto:tonniezsmith@gmail.com)

## **QUALIFICATIONS**

Seeking a position that will allow me the opportunity to apply my organizational, communication, and administrative skills at the mid – level stages of my career.

## **EMPLOYMENT**

**July 2014 – present**

**ABC Studios, Atlanta GA Payroll Clerk/ Office Production Assistant**

Verified I9s via E-verify, filed and collated folders for start work, edited and approved vouchers for payment for background extras daily, approved P-cards via accounting, Reviewed and approved payments in HSBC Master card system, reviewed start work per employees, assisted with, processing p-cards per Accounting, contacted vendors in reference to open accounts, confirmed payments made via vendor Account Inquiry, responsible for TIN matching for vendors per IRS system, responsible for stocking crafty, passing out call sheets, crew lists, etc. to cast and crew, completed runs and errands.

**March 2013 – July 2014**

**Gas South, Atlanta GA**

**Quality Assurance Coordinator**

Contributed to the development and design of the QA program, Collaborated with Training Department and provided feedback/ resolutions for training agents, Created weekly reports and monthly reports in Excel, Collaborated with management, training, and coaches on trends, patterns, and solutions, Provided feedback to Training on application and implementation methods for agents

Email coaches and agents low CQI scores for review with feedback, Monitor the accuracy of 50+ calls, emails, chats per week of trends/patterns of agents, Edited documents for QA Department for release, Developed QA Emails and distributed to agents

Provide emails and direct updates for improvement to coaches, Participate in pre-monthly release, coach, and cross functional meetings per month, Detect key areas for development per agent and team, Occasionally edit documents and emails for colleagues

**May 2008 – March 2013**

**Gas South Atlanta, GA**

**Customer Care Representative**

Resolve customer complaints, issues, and manage over 60 incoming calls daily for Gas South, Process request, rate changes, relay company policy, procedures, and guidelines to customers, Effectively communicate and answer customer concerns

Rated over 95% managerial 90 day review in Customer Service Quality Control, Rated over 96% Quality Assurance Review for efficient soft skills and customer service quality, Assists 65 – 72 callers daily, Learned and applied all training material, Work on Lotus Notes and various database programs, Acquired knowledge in 4-6 week training workshop

**January 2007 – June 2005**

**Hooters of America Corporate, Atlanta, GA**

**Executive Assistant & Human Resources Assistant**

Greet customers, track incoming and outgoing mail by log & database, Assisted with projects weekly for HR Vice President, Director, & Benefits Coordinator, Process Human Resource Manager files & Audit HR Benefits files weekly, Processing Bar Code Labels & Record Retention labels for over 150 Hooters Chain Restaurants, Applied Data Entry and Proficiency to Ulti-Pro Database System for tracking Corporate & Hourly employees, Audited termed employees and package to RECALL for filing and records database, Track RECALL database recording system, handle supply inventory orders for HR, Distribute and supply postage daily for incoming and outgoing mail, Separate I-9s for filing, answer incoming calls at front desk daily, Initiated & attended a Security Receptionist Training that involved the enforcement of security measures, Compiled a visitor badge system, visitor log in sheet, and tracking system for handling incoming packages,

Audited HR/ Payroll related court orders for child support cases, Created & Filed New Hire Manager Packets / Audited Termed Hourly Employee Files, Attended Summer Receptionist Front Desk Security Training (2006), Tracking sheet for Supply Order Inventory Sheet

**May 2005 – May 2004**

**Duni Corporation, Atlanta, GA**

**Receptionist**

Handled incoming and out going calls daily at front desk, Handled supply log, personal assistant to office manager, Maintained Lobby with sufficient customer service, Responsible for mail daily, processed over 40 labels, using UPS Online World Ship Mailing System, Processed and arranged FED EX packages daily for mail out

**December 2000 – December 2002**

**Internal Revenue Service, Atlanta, GA Administrative Assistant, Atlanta, GA**

Examined 1040 tax returns, Analyzed and resolved tax processing problems, Adjusted taxpayers accounts for refund distribution, Performed multiple credit transfers on government regulated AUR system Computed taxes including interests and penalties on 1040 tax returns