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JANICE SMITH

► LEADERSHIP ▪ CUSTOMER SERVICE ▪ ADMINISTRATION ◄

Public Relations

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- Location: Atlanta, GA 30296

CORE COMPETENCY SKILLS

- Adaptability /Decisiveness
- Office Administration
- Data Entry / Typing
- Interpersonal Skills
- Leadership / Mentoring
- Customer Service
- Mental Agility
- Conflict Resolution
- Empathy / Compassion
- Listening / Observation
- Law / Government / Regulations
- Critical Thinking / Reasoning Skills
- Time Management / Organization
- Public Safety / Security
- Speaking / Writing / presentation Skills
- Computer / Electronics / Technology
- Initiative / Perseverance
- Judgment / Problem Solving
- Stress Management
- Crisis Intervention Training
- Public Relations Management

EDUCATION

Kean University, Union, NJ
B.A. Public Relations, May 2019

Essex County College, Newark, NJ
A.A. Liberal Arts, May

SCHOOL HONORS

CUM LAUDE

COLLEGIATE COURSES

- Public Relations
- Introduction to Journalism
- Organizational Communication
- Writing for Public Relations
- Marketing & Sales

SUMMARY STATEMENT

Driven by collaborating in a team-oriented atmosphere; able to learn concepts quickly; comfortable working in high-pressure environments; successful in providing administrative and customer service support through good communication skills, along with strong writing abilities and a service-oriented attitude; dedicated to completing assigned projects on time, with minimum supervision, and with careful attention to detail and follow-through; possess a great work ethic and professionalism while working with management; take the lead on projects and enjoy working with teams and individuals.

WORK EXPERIENCE

DeKalb County Police Dept, Atlanta, GA

August 2020-Present

Police Officer

- Perform public service duties; provide general assistance to the public, such as providing directions, inspecting residential/business properties, and assisting stranded motorists.
- Conduct preliminary and follow-up criminal and traffic investigations.
- Coordinate security for crowd and vehicle control at extra-curricular activities and special events.
- Prepare or complete various forms, reports, correspondence, logs, daily, incident reports, accident reports, impound sheets, miscellaneous reports, and arrest/booking reports.

AllNone Security, Atlanta, GA

October -July 2020

CPA Officer

- Answered patrons' questions regarding citations and city parking fees.
- Issued citations for expired meters and guided patrons.
- Responded to calls for service, which included trespassers, or disturbances/disorders on or in client facilities.
- Prepared required records and/or incident reports, inspected for fire or safety hazards, answered questions, and guided visitors and guests.

Serene Dreams, Kearny, NJ

October 2018-April 2019

Receptionist

- Processed transactions and welcomed customers into the establishment.
- Set and managed daily schedules and opened and closed the business as directed.
- Ensured the facility appearance was presentable during business hours.
- Responded to customers' inquiries in a polite and timely manner.

Strike Force Security, Union, NJ

June 2017-May 2018

Security Officer

- Logged guests entering and exiting the building and monitored CCTV for suspicious activities.
- Answered emergency, and life-line alarm calls from residents and contacted officials as needed.
- Conducted hourly security checks, ensuring the safety of residents.

SOFTWARE SKILLS

Microsoft Office: Word ▪ Excel ▪ PowerPoint