

Michelle Smith

michelle.smith78@gmail.com

Academic History:

Fall 2011-Present

University of North Texas

Denton, TX

Major: Psychology

Minor: English

Graduation date: December 2013

Summer 2011-Spring 2012

North Central Texas College

Corinth, TX

Fall 1997-Spring 1999

Charleston Southern University

Charleston, SC

1994-1997

Stratford High School

Goose Creek, SC

Diploma Secondary Education

Research Interests:

- Counseling Psychology
- Health and Chronic Illness

Research Experience:

Center for Psychosocial Health Research

University of North Texas

Research Assistant

June 2012-present

Spring 2012

Abstract submission to American Psychosomatic Association 2013 Annual Meeting:

Sex Guilt and Emotional Support Satisfaction: Correlates of Positive States of Mind in Sexual and Gender Minorities

Status: abstract approval for poster presentation March 15, 2013 and currently working on manuscript

Skills and Certifications:

- NIH certified
- Experience with SPSS

Scholarships and Awards:

Fall 2012

UNT Raupe Travel Grant \$100

Summer 2012

UNT tuition grant \$2000

2012-2013

USC Scholarship for continuing students \$1000

Public Service:

Fall 2012

AIDS Arms LifeWalk

Financial and participatory support to assist in AIDS services in Dallas, TX.

Spring 2012

UNT Big Event

UNT's largest day of community service in collaboration with Stop Hunger Now

2012- 2013

UNT Mortar Board Secretary

The University of North Texas' chapter of Mortar Board. Mortar Board is the premier national honor society recognizing college seniors for superior achievement in scholarship, leadership and service with a minimum 3.5 GPA.

Spring 2012

Phi Theta Kappa

North Central Texas College is a community college honor society where membership is earned by qualification, honor, and service with a minimum 3.5 GPA.

2012

Tour de Cure

Financial support for American Diabetes Association

2010-present

Stroke.org

Advocate for stroke awareness using social media sites. Under the request and direction of a local neurologist, I wrote a letter to area hospital review boards and EMT response teams stating my specific experience with stroke recognition and care that would be then used as a learning tool.

2007-present

Denton ISD PTA

Financial and volunteer support for the local Denton ISD school district

2006-present

The Arc

Continually donate needed household items and clothing to support people with intellectual and developmental disabilities

Memberships and Affiliations:

UNT Mortar Board 2012-2013

Elected secretary

UNT Center for Psychosocial Health Research 2012-present

Research Assistant

Phi Theta Kappa Honor Society Psi Iota Chapter 2012-present

North Central Texas College

Member

UNT Tau Sigma invitation 2012

The National Society of Leadership and Success invitation 2012

Denton ISD PTA 2007-present

Work Experience:

September 2001-August 2003

Hill-Rom, Inc.

Charleston, SC

Customer Care Center Representative

- Responsible for creating and maintaining exceptional customer value, employee value and shareholder value in an environment that is demanding and changing due to customer expectations and product technology.
- Answer basic technical and operational questions, provide information on product features and uses
- Responsible for the customers in the regions or skill sets assigned which includes ensuring familiarity with their customer's business needs and that customer orders are managed with a high level of accuracy, customer service and follow through.
- Answer customer questions regarding accessory items, pricing and inventory availability.
- Work closely with the CCC Specialist on specific issues with customers through resolution of those issues.

September 1999-September 2001

Low Country Medical Associates

Charleston, SC

Office Manager for Digital Radiology Facility

- Competent Medical Billing professional with ability to manage a busy medical office and provide excellent customer service to all patients

September 1995-September 1999

Food Lion, Inc

Ladson, SC

Customer Service Manager

- Committed and motivated Administrative Assistant with exceptional customer-relation and decision-making skills. Strong work ethic, professional demeanor and great initiative.
- customer service manager duties to include all functions of ensuring a positive and efficient customer experience
- successful management of over 25 front end employees
- all functions necessary to open and close the store