

# Hope Smith

Fenton, MO 63026  
[hopecyn@aol.com](mailto:hopecyn@aol.com)  
(314)-287-2936

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

---

### **STERILE PROCESSING TECHNICIAN**

BJC Hospital - St. Louis, MO  
October 2018 to Present

- Operates sterilizers and performs biologicals.
- Receives, processes, and delivers supplies and equipment for various departments.
- Assembles numerous trays for various departments efficiently and quickly.

### **SPECIALIZED INSURANCE AGENT**

CONVERGYS - Arnold, MO  
2017 to 2018

- Manage large amounts of inbound calls in a timely manner.
- Follow communication "scripts" when handling different scenarios.
- Identify customers' needs, clarify information, and research every issue or concern, while providing solutions and or alternatives.
- Seize opportunities to consistently provide exceptional customer service.

### **ADMINISTRATIVE ASSISTANT**

ACADEMIC RETENTION SERVICES  
2015 to 2017

- Provided exceptional customer service by appropriately answering students' questions and concerns.
- Forward messages to appropriate individuals, and confirming all appointments as necessary.
- Maintain and organized supplies while delivering materials to appropriate individuals.
- Prepared presentations for new incoming students to the program.

### **NUTRITION ASSOCIATE**

University of Missouri Hospital  
2016 to 2016

- Distributed meals to patients
- Made sure restrictions were respected by adhering to sanitary policies.
- Provided accurate and exceptional service to all patients by discussing dietary needs and restrictions of all new guests with my immediate supervisor daily.
- Complete additional duties as required by treating physicians.

## Education

---

### **High school diploma**

Fox Senior High School - Arnold, MO

August 2011 to May 2015

## Skills

---

- Event Planning
- Microsoft Office
- Sterile Processing
- Administrative Experience
- Hospital Experience

## Certifications and Licenses

---

### **CRCST**

October 2019 to October 2020

### **BLS for Healthcare Providers**

October 2019 to October 2021

### **Certified Endoscope Reprocessor**

August 2020 to August 2021

## Additional Information

---

### LEADERSHIP & SKILLS

SUMMER TRANSITION PROGRAM LEADER, UNIVERSITY OF MISSOURI

- One of two chosen to lean an incoming class through the Summer Transition Program. Responsible for informing them on University of Missouri's campus, helping them transition from high school to college successfully.

### SKILLS INCLUDE:

- Planning/Event Planning
- Microsoft Office Suite
- Time Management
- Self-Motivation