

ZOWEI SMITH

SUMMARY

Results-driven customer service specialist skilled in managing client inquiries and enhancing satisfaction through effective communication and problem resolution. Experienced in coordinating with teams to ensure timely service delivery. Transitioning to a remote role in the insurance industry to apply expertise in client support.

EXPERIENCE

Concierge

HireONE | Washington D.C | March 2021 - April 2026

- Greeted residents and guests, delivering exceptional customer service at front desk to improve resident satisfaction.
- Greeted residents and guests, offering personalized assistance and information to meet individual needs.
- Handled resident inquiries efficiently, resolving issues with professionalism and care.
- Coordinated with maintenance staff and property management to promptly address and resolve resident issues.
- Managed and logged package deliveries and resident service requests, ensuring timely communication and resolution.
- Answered phone calls, emails, and inquiries about building services and policies.

Therapist Assistant

Charlene Lemon | MD | June 2018 - January 2020

- Assessed patient conditions and monitored behaviors to inform supervising physicians of critical observations and concerns.
- Monitored client responses to treatments, reporting changes to therapists.
- Supported clients during therapy sessions, ensuring comfort and safety.
- Educated clients on importance of adhering to treatment plans to enhance recovery outcomes.
- Maintained accurate client records and session documentation to ensure continuity of care.
- Collaborated with team members to enhance service delivery and optimize client care.

CONTACT

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SKILLS

- Customer service and support
- Team collaboration
- Problem resolution
- Patient assessment
- Data entry
- Bookkeeping and record maintenance

EDUCATION

Associate of Applied Science

Radiology Technician
Prince George's Community College,
Largo, Maryland
Expected in May 2028

CERTIFICATIONS

CompTIA Basic