

# Steven J. Smith, PHR

## OBJECTIVE

**Sales/Recruiting/Organizational Development Professional** seeking a challenging career that will fully leverage demonstrated skills and abilities in:

- ◆ Meeting/Exceeding Goals and Quotas
- ◆ Consultative Sales/Solutions Selling
- ◆ Professional Networking
- ◆ Adaptation to New Environments
- ◆ Communications & Listening
- ◆ Creativity to Foster New Ideas
- ◆ Leadership & Team Cooperation
- ◆ Confidentiality in Business Practices
- ◆ Organization and Planning
- ◆ Organizational Development
- ◆ Personal Development
- ◆ Rapport/Relationship Building

## PROFESSIONAL EXPERIENCE

TRUENORTH ACADEMY, LLC                      American Fork, UT                      April 2007 – Present  
**Senior Recruiter**

Recruit and hire inside sales professionals as well as staff roles for a world class Distance Learning Company

- Internet searches, cold calling, networking, negotiating, as well as developing relationships with local businesses and individuals to create a pool of professionals for hiring purposes
- Average 20 hires per month
- Developed all 53 job descriptions for every role within the organization to ensure that we maintain compliance with the Department of Labor guidelines and other applicable state laws
- Developed an applicant tracking system using Excel to track candidates, link resumes to our database, and pull reports for management review
- Coordinate all staffing needs with all managers by developing strong working relationships with those involved in the hiring process

NEWDAY FINANCIAL, LLC      Fulton, MD; Conshohocken, PA; Holladay, UT      Feb 2005 – April 2007  
**Senior Organizational Development Manager**                      November 2006 – April 2007

Recruit inside sales professionals as well as staff roles as needed for an over-equity solution consumer finance company

- Internet searches, cold calling, as well as developing relationships with local colleges with their undergrad and alumni departments to brand the company and its positions
- Helped with opening the branch where we started with 5 people and took it to 25 people in little over 6 months
- New hire orientations, discussion of benefits, 401k, health, dental, vision and life insurance, etc
- Trained 2 new recruiters in all aspects of recruiting, business etiquette, networking, and college recruiting

**Senior Corporate Recruiter**                      June 2005 – November 2006 (Conshohocken,PA)

- Increased personal production by 400% in 2006
- Maintained a 53% retention ratio among sales hires (best in the company in 2006)
- 50 cold calls per day, 6 days per week (very entrepreneurial environment)
- Helped develop an in-house referral program that increased the interview/hire ratio by 72%
- #1-2 Recruiter of 8 recruiters within our departments

- Helped open up new recruiting division in the Philadelphia branch where we grew the office from 8 to over 80 professionals within 16 months
- Trained 4 new Recruiters to help in opening up the new divisions mentioned above
- Developed training materials for the Organizational Development department to train new recruiters as well as a new presentation for colleges and Universities to promote the company
- Established and implemented an internship program for the company within five different departments

**Junior Corporate Recruiter**

Feb 2005 – June 2005 (Fulton, MD)

- Developed relationships with 6 Universities and helped the company start recruiting from College campuses on the west coast
- Helped design, test, implement and distribute new training materials for the recruiting division.

MISSIONARY TRAINING CENTER, Provo, Utah

Dec 2001 – Jan 2005

**Training Specialist Jan 2004 – Jan 2005**

Assisted all teachers, trainers, and district managers in the implementation of new training materials

- Managed a group of 20 or more
- Helped design, test, implement and distribute new training materials during a complete transition

**Advance Language Instructor Dec 2001 – Jan 2004**

Taught Spanish native speakers training materials, lessons, etc

- Conducted classes entirely in Spanish
- Instructed new Missionaries to be proficient in their language prior to being sent throughout the world
- Planned, organized, and presented lessons for instruction
- Worked with team teachers and group members to ensure proper instruction as well as goal expectations are met
- Translation and Interpretation
- Interviewed prospective missionaries to evaluate for classroom placement

SHURTZ PROPERTIES, LLC, Provo, Utah

May 2004 – Jan 2005

**Property Manager**

Managed 6 properties

- Maintenance, landscaping, minor repairs
- Collections and advertising to ensure 100% vacancy (which I accomplished in my stay there as well as negotiated higher prices for rent after careful study of the market creating an increase in revenue by 45%)

YAYA'S TAX SERVICE, Provo, Utah

Jan 2002 – April 2004

**Tax Preparer – Self Employed**

Developed and implemented a business plan to provide tax services for students on campus which I ran for 3 years from Jan-April as this was seasonal.

- Cold called, knocked doors, flyers, surveys and networked to gain new clients
- Developed my skills to intern over the summer of 2003 with a local tax firm

INFINITY/LEADER INSURANCE GROUP, Birmingham, Alabama

September 1999 – December 2001

**Claims Administrator/Interpreter/Translator**

Claims adjuster for car accident claims primarily in the Latin market.

- Started out part time as a translator/interpreter and was promoted within 3 months to claims adjuster
- Inbound call center for insurance claims and accident reporting

- Communicated with clients from Mexico, Central and South America, and parts of Brazil
- Customer relations, investigated insurance claims, time management, data entry, and followed up with customers through phone calls and letters on previous claims
- Trained all new employees for 1 year when Infinity merged with Leader and switched from a DOS to a Windows based reporting system

FURNITUREMAX INC, Las Vegas, Nevada

June 1996 – Aug 1997

**Assistant Manager/Furniture Sales**

Sold office furniture in an expanding market as Las Vegas continued to be one of the fastest growing cities in the country

- Started out as a nighttime stocker and helped build an entirely new store in the Summerlin area
- Sold furniture to offices, B2B and B2C sales
- Planned the sales floor for presentation and took care of receiving and merchandise/inventory
- In 1997 before I left, I was awarded an outstanding sales performance award for the entire region (covered 8 states) as the #1 sales rep in the company for the western region

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**EDUCATION**

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**Brigham Young University**, Marriott School of Management

Provo, Utah

BS Finance, Financial Services Emphasis

April 2005

**Professional in Human Resources (PHR)**, Human Resource Certification Institute

Jan 2008

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**COMMUNITY INVOLVEMENT**

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**Missionary**, Church of Jesus Christ of Latter-day Saints, Chicago, IL August 1997 – August 1999

- Learned to speak the Spanish language through personal discipline and taught native speakers Christian values in Spanish for two years
- Worked 75 + hours/week for 2 years
- Knocked doors, networking, referral, time management, self-motivation
- Trained 5 new missionaries and managed over 50 missionaries over the course of 2 years

**P.R.E.P.** – Peer Resistance Education Program

**S.T.A.T.U.S.** – Students Taking Action to Terminate Unlawful Substances

**MEETUP** – Organized a sales group where we had monthly meetings to train other sales professionals to become better at selling their products, either on the phone or face-to-face

**IMPACT** sales training courses certifications (2005, 2006, 2007)