

ROBERT SMITH

Congressional Intern I

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Experience in customer service with the ability to multi-task. Detail-oriented and self-motivated. Quickly able to problem solve and make decisions.

EXPERIENCE

Congressional Intern I

ABC Corporation - FEBRUARY 2012 - JULY 2012

- Worked knowledge of special government software called Signal CRM, proficient in drafting correspondence, casework and greeting letters to constituents.
- Proficient in administrative skills such as Microsoft office, list building, telephone etiquette, and interacted with the staff of high-level government officials.
- Responsible for handled confidential documents.
- Worked on many team projects and assisted in congressional event organization and planning.
- Received daily communication from the staff Press Secretary about the Congressmans current message.
- Assisted in cataloging newspaper articles, including clipping, organizing and scanning into the computer distribution system.
- Responsible for detailed weekly readings on government policy and programs.

Congressional Intern

ABC Corporation - 2009 - 2012

- Served as the first point of contact for all office visitors and directed matters to various Federal, State, and City resources.
- Answered incoming calls on a multiple line system responding to constituent needs in a customer service-like manner.
- Assisted in event planning and fundraiser activities to raise awareness of the Congressmans ongoing initiatives and platforms throughout the metropolitan area.
- Researched, commented, and responded to appropriate legislative initiatives about constituents concerns.
- Drafted and edited documents using all Microsoft Office applications.
- Performed other administrative and customer service related responsibilities as assigned daily.
- Encountered high levels of direct contact with constituents..

EDUCATION

- Bachelor of Humanities & Social Sciences in Public Relations - (Virginia State University - Petersburg, VA)

SKILLS

Management, Critical Thinking, Motivational Skills.