

Janiece A. Smith

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SUMMARY OF SPECIAL QUALIFICATIONS

- Drive strategic relationships between internal and external customers.
- Operationalize strategic goals that lead to increased productivity.
- Possess excellent interpersonal, presentation, and negotiation skills.
- Proficiency in the Microsoft Suite of applications, data entry and analysis, and social media marketing tools.
- Proven self-starter with natural leadership ability enhanced by training, experience, and humility.
- Solution-oriented thinker with a global perspective and attention to detail.
- Ability to lead and inspire a team to achieve corporate goals efficiently.

RELEVANT PROFESSIONAL EXPERIENCE

JAZWARES, LLC, **HR Program Manager**

Present – October 2022

- Manager of Internship Experience created during my prior internship
- Created and implemented JazPALs, a corporate-wide new hire buddy system
- Responsible for assessing gaps and creating programs to close said gaps
- Project management for various programming including but not limited to summer internship experience, departmental onboarding, and global orientation strategies
- Create training and development specific to programs created and managed
- DEI Counsel co-leader

THE ANSWER GROUP CONSULTING, LLC, **Owner**

Present – September 2019

- Industrial Organizational Psychology Practitioner
- Small business consultant
- Independent Insurance Agent
- Corporate event planner
- Project manager
- Corporate program implementation

MCMonumental Insurance Group, **Licensed Insurance Agent**

Present – October 2019

- Field underwriter
- Wealth strategist
- Life, Health and Annuity agent

Jazwares, **Human Resources Intern**

December 2021 – July 2021

- Consulted and authored company-wide talent acquisition process
- Consulted and established centrally managed internship program to create replenishing talent pool and increase intern retention to 60%
- Surveyed people managers, held SME interviews to deep dive positions, restructured job descriptions, and created custom selection interview packets.

MISSION POSSIBLE ENRICHMENT CENTER, INC., **Grant Specialist**

Present - January 2017

- Researched and gathered relevant grant opportunities according to the scope of work outlined for non-profit
- Sustained communication between Board of Directors and President
- Managed grant database and communicated status updates to team members weekly
- Drafted grants and submitted for consideration
- Acted as communication liaison between grant-giving entity and non-profit

ALARM INTERNATIONAL MINISTRIES, INC., Events Consultant

January 2017 - February 2015

- Performed administrative tasks including call handling, drafting correspondence, research, file maintenance, and customer service
- Increased brand presence through social media marketing campaigns by 73% over a two-year period
- Provided tools, processes, and metrics to foster a greater understanding of marketing and logistics
- Implemented volunteer training protocols
- Authored operational and training manuals to facilitate event flow
- Directed a team of 30+ volunteers tasked with securing sponsors, vendors, concession, parking, hospitality, security, registration, marketing, advertisement, budgeting, and planning
- Established and supervised project budget, schedule, and communication plan
- Created print and digital marketing campaigns

FIRST AMERICAN TITLE INSURANCE CO (via Randstad USA), Independent Contractor

January 2015 - July 2013

- Analyzed account information as a financial analyst
- Mentored temporary employees
- Utilized Oracle applications for order reconciliation and accounts receivable functions
- Assigned to a cash cleanup task force performing in-depth account research, corrections, and aged accounts reconciliation
- Built vlookups and pivot tables to research and analyze data

ALVIN STEWART MINISTRIES, INC., Executive Director

January 2017 - March 2011

- Implemented a progressive operations plan and executed according to schedule and budget
- Offered unique department strategies, led, and directed work activities across various departments
- Led overall strategic decisions concerning operations, finance, marketing, recruitment, sales, and community involvement
- Monitored changing social, political, and technical environments; made proactive adjustments as needed
- Created training protocols for staff and volunteers
- Led a team of 60+ volunteers in the following areas: sponsorship, vendor management, concession, parking, hospitality, security, registration, marketing, advertisement, budgeting, and planning
- Established training priorities and initiatives that support the business unit and overall company goals
- Customized an executive education development program to drive long-term value creation

EDUCATION

Florida International University, Miami, FL

December 2021

Master of Science – Psychology (Organizational Science/Industrial-Organizational Psychology)

Florida International University, Miami, FL

August 2020

Bachelor of Business Administration (BBA) Concentration in Management**SPECIAL PROJECTS**

New Canon Chamber Collective – Board Chair

Jazwares Talent Acquisition Sandbox

Jazwares Centrally Managed Internship Program

Florida International University Victim Survey Project

Florida International University Psychology Department Racial Climate Survey Workgroup

Speech Language Pathologist Structured Interview Packet

REFERENCES

Available upon request