

LISA KING SMITH

PO Box 2008 ▪ Carrollton, GA 30112 ▪ Phone: 404-375-2036 ▪ LisaSmith@csosolutions.net

Trainer & Instructor, Distance & eLearning, Virtual Assistance, Event & Membership Association Management, Mental Health & Social Work

Working primarily for myself as an independent contractor & entrepreneur since 2000, I have held a variety of freelance & contract work; as a result, I have gained a wide array of skills & experiences. In that time, I have provided services in membership association management & facilitation, event support & management, online & on-site college & high school instruction, web cast & classroom adult training & instruction, virtual personal/executive assistant, small business support & other consultant services, as well as community, social & mental health services. I am self directed & I have a positive attitude. I also possess good team building skills, interpersonal skills, collaborative experience & good organizational skills. In short, I would be an asset to any organization & I have a lot to bring to the table.

Skills

Interpersonal & communication	Writing
Microsoft Office	Teaching/Instruction/Training/Facilitation/eLearning
Adobe Acrobat	Event Planning/Coordination
Basic web design	Membership Association Management
Research (qualitative & academic)	Social Work/Mental Health Services
Consulting	Web CT Vista (online course management)
Public Speaking	Personal/Executive Assistant
PC and Mac user	Management/Supervisor/Coordinator
BANNER/SCORE/BANWEB	I-Spring (Power Point to Flash)
Go to Meeting	Wimba Classroom (online course delivery)
Student Success	
Camtasia Studio (interactive audio/video production application for online and offline delivery)	

Education

Master's Degree

University of West Georgia, Carrollton, GA 2005- 2007
Master of Arts, School of Arts and Sciences, **Psychology**

Highlights

Graduate Research Assistant, Department of Health and Physical Education

Presenter: Student Psychology Annual Research Conference, 2005 & 2006

Awarded: Alumni Fund for the Advancement of Human Science Research Award, Spring 2006

Teaching Assistant: Department of Psychology, Spring Semester 2007

Research: (Qualitative). Spiritual/Mindful Parenting. Self directed study with mentor advisement

Planning Committee Member & Volunteer Coordinator: UWG Psychology Alumni Conference Spring 2007

Date of graduation: May 2007

Bachelor's Degree

University of West Georgia, Carrollton, GA 1986-1991
Bachelor of Arts, School of Arts and Sciences, **Psychology** (Philosophy minor)

Highlights

Dean's list

Student Assistant: Library, Foreign Language Laboratory & Performing Arts Center

1989-90 attended Georgia State University, 2 quarters, Dean's list

Date of graduation: December, 1991

High School Diploma Fayette County High School, Fayetteville, GA. 1983-1986

Professional Experience

Owner/President,

Creative Services Office Solutions. Atlanta, GA. August 2000-Present

Provide independent contractor and freelance services including:

- Membership association management
- Event support & management
- Training, teaching, teaching assistance, facilitation, online, web cast & classroom instruction
- Virtual personal/executive assistance
- Small business support services
- Consultant services
- Community, social services & Mental Health services (not licensed)

Client Listing

Mentor Coordinator: ROSS Program (Resident Opportunities for Self Sufficiency)
Carrollton, GA April 2010-Present

- Charged with the creation and development of an ongoing mentoring program for youth who live within the Carrollton Housing projects.
- Develop workshops and events designed to foster mentor/mentee relationships
- Train mentors
- Match mentors to mentees
- Maintain oversight of the program at large
- Part time: 20 hours per week

Personal Assistant, to Artist, Gordon Chandler
Carrollton, GA. March 2010-Present

- Oversee bookkeeping of artist's personal and professional finances
- Maintain inventory tracking
- Contact galleries all over the world on behalf of artist
- Take photographs of work for submissions
- Apply to art showings, arrange travel, etc.
- Maintain organization of personal and professional life

Writer, Examiner.com. Abusive Relationship Expert
Denver, CO. March 2010-Present

- Write weekly articles for Examiner.com about abusive relationships

Online Teaching Assistant. eCore
University of West Georgia. Carrollton, GA. January 2010-May 2010

- Assist professor in facilitating online discussions, guide & advise students on assignments,

responsible for evaluating & grading assignments, maintain general course housekeeping & organization.

- Utilize Web CT Vista

Technical Trainer/Consultant. Distance Education Help Desk

Distance Education. University of West Georgia. Carrollton, GA. November 2009-February 2010

- Take help calls & assist faculty & students with technical issues surrounding Web CT
- Assist in preparing custom & general sessions for faculty training, course development & administering services.
- Actively work with instructors & students on distance education & instructional technology projects through in person visits, as well as through technical help calls & special projects.
- Temporary Contract/Casual Labor position within a specifically allotted budget.

Membership Association & Event Management.

Association of Corporate Counsel, Atlanta, GA. March 2006-Present

- Oversee & manage the state chapter of an international in-house, lawyer membership association
- Coordinate & manage monthly membership luncheon meetings working directly with speakers & sponsors
- Administer web site & collect CLE data
- Work closely with board of directors on special projects & regular meetings
- Work with national to implement standards & programs
- Answer inquiries, manage database & all aspects of our membership of 800
- Serve as the only consistent Board member each year & attend quarterly board meetings, give input & brainstorming for innovation & strategic planning.
- Part time contract. Approximately 30 hours per month

CT Trainer

Pathway's Community Network. Atlanta, GA. June 2008- Present

- Pathways Compass is a collaborative case management network among non-profit organizations.
- Provide on-site & web cast facilitation & training in confidentiality, ethics, best practices, case management & HIPAA compliance to community services staff at various locations in the state of Georgia & the Southeast.
- Primarily working with homeless shelter staff & the Department of Community Affairs
- Train staff to comply with federal, state and local privacy laws utilizing, but expanding on, a pre-created curriculum
- 100% success rate for all trainees in passing the required exam
- Contract: As needed.

Clinical Assessor, Therapist & Family & Community Support Individual

Family Intervention Specialists. Hiram, GA. June 2008- May 2009

- Coached children & families in skill building, support, in home therapy, referrals, clinical assessments, parent & family support, advocacy & assessments to families & juvenile delinquents.
- Worked with families who have been referred by Department of Juvenile Justice, Department of Family & Children Services & other community resources to identify primary therapeutic needs & assessments.
- Maintained HIPAA compliance & case notes utilizing the PIMA reporting system
- Part time Contract. As needed.

Instructor

Parents Forever of West GA, Carrollton, GA. June 2008-September 2008

- Facilitated a twice per month required parenting class for divorcing parents in Carroll County, utilizing a pre-created course.
- Provided resources, coaching & education about the effects of divorce on children & how to be effective parents despite the difficulty of divorce
- Part time Contract. 2 times per month.

Instructor and Fundraising Chair

New Vision Academy. Douglasville, GA. August 2007-June 2009

- Created a curriculum & designed a course to teach upper high school students "Personal Relationships & The 7 Habits of Highly Effective Teens" at an accredited, private middle and high school learning center.
- Implemented & oversaw all fundraising efforts as the fundraising chair.
- Part time contract.

Parent Educator

Morningstar Family Resources. Carrollton, GA. September 2005-June 2006

- Served as a part-time in-home Parent Educator to families referred by DFACS who are in danger of losing their children to the state or who are trying to recover custody of their children.
- Working within state & local compliance, acted as a parenting coach to assist parents in the development of a unique, family specific action plan to enhance and enrich family life by developing effective parenting, discipline, hygiene, housekeeping, problem solving, & decision making.
- Filed appropriate paperwork & worked within HIPAA & state mandated guidelines
- Additionally, worked with Katrina evacuees & local Hispanic population
- Part time contract. Approximately 12-15 hours per week.

Virtual Assistant/Event Coordination.

Holloway Consulting. Atlanta, GA. December 2004-February 2005

- Event management assistant for The Sister to Sister – Everyone Has a Heart Foundation, Inc.® event.
- Coordinated with speakers, panelists & health & wellness demonstrators & their staff to ensure details & a smooth flow of events are in place.
- One time, event specific contract work

Event Management and Facilitation

Home Depot. Atlanta, GA. Store Leadership Program (SLP), Graduation and Forum event. June 2004

- Facilitator, support and staff for 5 day, 600 + attendee conference for the Home Depot "Store Leadership Program"
- Executed material distribution, registration, break out room set up, presentation room set up, gift bag set up & distribution as well as logistics, facilitation, general support, event management & administration.
- One time, event specific contract work

Virtual Assistant

Forrest Company, Food Brokerage Company. Stone Mountain, GA October 2003- January 2006

- Regularly created Power Point presentations, marketing materials, training manuals & spreadsheets
- Assisted with marketing strategies, prepared & sent sales reports, proposals, billing & other correspondences as needed, communicated with vendors & placed client orders
- Served as key contact to vendors & worked closely with small farms, fishermen, local fresh food & seafood markets, warehouse personnel, distributors & major grocery chains such to coordinate & secure shipping & receiving of large food orders.
- Contract. As needed.

Professional Membership Association Management

Women Healthcare Executives Network of GA (WHE) Atlanta, GA. August 2000-August 2006

- Cut expenses for the group in half within the first year through several initiatives including, instituting an online payment option, online networking, listserv & online newsletter.
- Maintained high levels of organization & efficiency for the group through improved & effective business management skills.
- Designed, wrote, published & distributed newsletter, website, & annual membership directory.
- Oversaw the processing of new memberships, renewals & meeting registrations.
- Represented the chapter as the chapter's point of contact & only consistent board member, answered all chapter inquiries, maintained member database, group files, archives, documents & managed the listserv.
- Coordinated & managed quarterly member & board meetings.
- Created & designed the organization's logo.
- Worked closely with the Board of Directors by being responsible for monthly treasurer report, quarterly membership report, Board meeting minutes & processing program evaluations
- Part time contract. Approximately 30 hours per month

Employers

Program Coordinator & Instructor

Georgia Highlands College. Carrollton Campus. August 2007- August 2009

- Managed a classroom of students & taught all 7 sections of The Freshman College Experience Courses for Accelerated Transfer Program (ATP), totaling 100 students per semester, for 2008-2009 academic year.
- Created a curriculum & designed a course around the text to teach college freshmen about student success habits, the core curriculum, navigating the campus, study skills, time management, interpersonal, communication, & leadership skills, as well how to effectively choose a major
- As part time Program Coordinator, managed the site operations of the part time ATP office on campus, advised students, served as liaison to West GA, worked with West GA to secure rooms, made schedule changes, answered student & faculty questions & concerns, & directed day to day operations of the program.
- ATP Program closed in August 2009. Currently teaching as an adjunct in Psychology & freshman Experience.
- Proficient in BANNER, BANWeb, Web CT Vista (online course management tool) & the USG core Curriculum

Academic Advisor

University of West Georgia, College of Arts & Sciences & the EXCEL Center for Academic Excellence.
Carrollton, GA. November 2007-June 2008

- Advised & managed a case load of undergraduate students & referred students to appropriate departmental offices, faculty, & support services for help with academic, personal, career advising, academic skills development, & financial aid
- Assisted students in deciding on a major & career. Researched, presented & *played a key role* in initiating the campus wide use of new major/career exploration software, (FOCUS-2) in order to advise & assist students more effectively when choosing a major
- Assisted at risk first year students in transition from high school to college & assisted all students in academic success
- Developed & present recruitment & retention programs,
- Participated in & created materials for orientation sessions, workshops, & other programs
- Wrote letters of recommendation for students
- Served as liaison for 6 specific academic departments & work with department chairs to advise students around programs
- Utilizing a self created curriculum & worked, intensively in the role of "academic coach" with a caseload of 52 high risk freshmen students on academic probation. Results: *Achieved* the highest retention rates of freshmen academic probation students among our staff of 8.
- Consistently received "extremely high" student advising evaluations
- Proficient in BANNER & the USG Core Curriculum

Other Experience, Accomplishments and Credentials

Registration & Event Coordinator.

Child Spirit Conference. Child Spirit Institute. Chattanooga, TN. November 2007

- Participated in the planning & strategizing of a national week-long event on children, spirituality, parenting & education.
- Volunteer

Event Coordinator

Association of Corporate Counsel Golf Tournament. Atlanta Country Club Atlanta, GA. October 2007

- Coordinated & assisted with silent auction for the tournament & other duties as needed.
- Volunteer.

Teaching Assistant

University of West Georgia. Carrollton, GA January 2007-May 2007

- One of 8 teaching assistants leading groups of undergraduates in discussion and review of materials & being a part of the grading process for course titled Parapsychology & the Brain.
- Graduate student assistant volunteer position.

Event Coordinator

University of West Georgia Psychology Alumni Conference. Planning Committee Member and Volunteer Coordinator. Carrollton, GA. July 2006-April 2007

- Planning committee member for 3 day, 200+ attendee alumni conference.
- Pre-planned & oversaw all events with other committee members,

- Acted as volunteer coordinator to delegate duties & work with keynote speakers
- Co-managed & took the lead on many aspects of the events, including, break out rooms; check in, registration, customer service, attendees, panelists; presenters; moderators, time keepers, facilitators; videography, housing, Power Point & multimedia, entertainment & parties
- Mentored a younger less experienced lead in charge of the conference.
- This event was entirely student run.
- Volunteer

Presenter

Student Psychology Annual Research Conference (SPARC), University of West Georgia, Carrollton, Georgia. April 2005 and April 2006

- Presenter on the topic of Spiritual/Mindful parenting research at the largest student research conference in the country.

Recipient: Alumni Fund for the Advancement of Human Science Research Award

University of West Georgia, Department of Psychology. Carrollton, GA. February 2005

- Awarded funds necessary for continued research in parenting by the University of West Georgia, Department of Psychology.

Graduate Research Assistant

University of West GA Health & Physical Education Dept. Carrollton, GA. Spring semester 2005

Qualitative Research

University of West Georgia, Department of Psychology. Carrollton, GA. January 2005-May 2007

- As part of a Master's degree study program, conducted a qualitative research project as an independent study/research through the Psychology department at the University of West Georgia. Research on the topic of Spiritual/Mindful Parenting.
- Self directed study with mentor advisement (supervisor: Tobin Hart).

Fundraising & Event Coordination

"Music for Marianne". Atlanta and Newnan, GA. October 2003-February 2004

- Spearheaded, planned, & served as one of 2 General Event Coordinators & co-managing the details of the events before, during & after over a 5 month period.
- Promoted & held a very successful 2-day fundraiser for a metro area leukemia patient who was a well-loved mother of a young daughter, wife & a schoolteacher.
- Involved several Atlanta area musicians, Atlanta area restaurants, businesses & sponsors.
- Co-Coordinated a silent auction, & sale of a benefit CD.
- Developed, delegated & directed volunteer teams
- Designed & maintained web site
- Acted as Treasurer
- Through our efforts we raised over \$30,000 for her family with over 1,200 in attendance.
- Volunteer.

24 hour Crisis Counselor,

Fayette County Council on Domestic Violence. Fayetteville, GA. 1995-1999

- Counseled & directed crisis callers to supportive community services, arranged shelter contact & ensured safety of family and children.
- Volunteer

Mentor

Fayette County Mentoring Program. Fayetteville, GA. 1995-1998

- Mentored a student in the public school system for 2 consecutive school years

Professional Credentials

- May 2008: CPR Certified
 - February 2000 Ordination Universal Life Church. Specifically for degreed, non-licensed, counselor work in the state of Georgia.
 - November 2008: Georgia DHR Paraprofessional Certification: Clinical/Mental Health
 - American Association of University Professors (pending)
 - New Faculty
- Majority: National Coalition for Adjunct & Contingent Equity