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## bianca smith

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### experience

#### Verizon, Project Manager/ Graphic Designer

Basking Ridge, New Jersey Aug 2019 - present

- Project Managed Discover Daily application; Go to frontline guide for latest launch and promotions
- Increased Discover Daily Sales Tools end users visited by 50%
- Developed and maintained in-depth user training documentation for new application end users
- Partnered with other key stakeholders and project managers on launch priorities to ensure all project milestones/deadlines were met
- Owned application imagery creation and management inclusive of maintaining Verizon brand guidelines
- Oversaw all aspects of website functionality and new story implementation inclusive of troubleshooting issues and deploying new code on site

#### Verizon, Solutions Manager

Paramus, New Jersey Dec. 2018 - Aug. 2019

- Led a team of 12 sales representatives resolving customer issues and assisting with customer transactions.
- Encouraged and mentored sales team to deliver an outstanding customer experience by handling customer flow and store traffic.
- Identified selling skill gaps, then implemented sales contests to help the team meet and exceed sales metrics and quota assignments.
- Ran store operations – analyzing staffing needs, reporting reps sales data, handling cash wrap, meeting compliance as needed to ensure store up-time and functionality.

#### Verizon, Solutions Specialist

Tempe, Arizona - New Jersey Feb. 2014 - Dec.2018

- Built customer connections by asking the right questions to uncover individual needs.
- Over-indexed sales quota monthly by at least 10%
- Offered and closed sales solutions based on customers needs and drove home value.
- Closed sales by earning the right with each customer transaction by fulfilling customer needs with simple and intuitive tech solutions.

#### Boys & Girls Club of SW Oregon, Technology Coordinator

Coos Bay, Oregon Jan. 2013 - Nov. 2013

#### The John G. Shedd, Ticket Office Assistant

Eugene, Oregon Aug. 2011- Jun. 2012

### education

University of Oregon  
Eugene, Oregon  
Bachelor of Science  
Digital Arts  
2013

### skills/ interests

Adobe Illustrator  
Adobe InDesign  
Adobe Photoshop  
Google Workspace  
Web-based platforms  
Illustration  
Cooking/baking  
Sports (cycling, rock  
climbing, running)  
DIY projects (furniture  
restoration)