

Samantha Lile

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◆ QUALIFICATIONS

Gifted writer with a passion for digging up information and reporting to target audiences

Able to take complex issues and write articles that are understandable and interesting

Creative and inquisitive journalism professional with two years at a community newspaper, reporting on a variety of local events, including education, local government, religion and current events. Experience interviewing subjects in person, via phone and email. Interview subjects have included politicians, educators, law enforcement, entertainers and even an Academy Award winner, as well as individuals from all walks of life. Experienced in sifting through volumes of information from online and written sources to include in newspaper. Excellent photography skills and photo editing experience. Outstanding ability to work in a team-oriented environment and able to edit others' work in a professional manner. Ample call center experience has provided on-the-job training in vocal presentation and conversational communication. Vast knowledge of financial and lending industry rounds out experience to employers' benefit. Some Web design experience.

◆ EDUCATION

1997-2002 Bachelor of Science in Journalism, Southwest Missouri State University

1997-2002 Bachelor of Science in Mass Media, Southwest Missouri State University

◆ EMPLOYMENT

Present Freelance Writer

Write Web content and news for a variety of sites, including TheRichest.com, ExploreBranson.com, WikiHow.com, Quickbooks.com, WideOpenSpaces.com, WallstreetInsanity.com, PfHub.com and others. Articles have received top ranking from the Google News and Google Finance Web crawlers. Familiar with Wordpress publishing and SEO techniques. Write and curate content for a variety of e-commerce websites, including yofreesamples.com, vistaprintcoupons.ca, ballandbuck.com and thetwovet.com.

2000-2002, Senior Service Specialist, JPMorgan Chase

2007- 2012 Take inbound customer service calls in fast-paced credit card call center. Assist customers with various issues, often requiring outside-the-box thinking skills, within specified time parameters. Increase customer use of card and satisfaction, as well as offer and sell optional card benefits, such as fraud and credit protection products. Take escalated call transfers from front-line advisors and work to retain customers who request to close accounts. Meet many sales and service goals daily and monthly as well as work within a team-oriented environment.

2005-2007 Reporter, Christian County Headliner News

Reporter for weekly county newspaper, major beats education and religion, although cover a mix including government, arts, current events, family, local history and health. Deliver interesting, insightful articles that are well-received by community. Build close, professional relationships with sources throughout community, as well as co-workers. Keep abreast of issues affecting education through email and Internet. Conduct in-person, telephone and e-mail interviews and perform intensive research to include in articles. In addition to being charged with filling the education section weekly, also responsible for all photos in section as well as layout and design for education, family, church and planner sections of newspaper, as well as writing three to six articles each week. Edit stories of co-workers prior to publication. Meet weekly deadlines.

2002-2005 Order management, McLeodUSA

Process telephone line moves, adds and changes for a telecommunications company using specialized software. Speak with customers over telephone to communicate changes. Work in a team-oriented environment. Utilized on special projects. Take part in center leadership team and founded, edited center newsletter.

1998-2000 Reporter, editor, Southwest Standard

Feature section reporter and feature section editor for the Southwest Missouri State University weekly newspaper, The Standard. Responsibilities as reporter include interviewing variety of subjects, conducting research and writing articles to meet weekly deadlines. As editor responsibilities also include generating story ideas, assigning work to staff of reporters and photographers, editing staff work and assisting with section design.