

David Mitchell Jacobs Schwartz

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Education

Master of Social Work, *Washington University* -- St. Louis, Missouri

Concentration: Children and Youth Services

Specialization: Family Therapy

Graduation: 1992

Bachelor of Arts, *University of Missouri* – Kansas City, Missouri

Concentration: Judaic Studies

Graduation: 1989

Professional Experience

Security & Risk ID Administrator, *IBM* - Boulder, Colorado

August 2014 to May 2015

- Ensured Secure ID Administration by adding and deleting users, resetting passwords, modifying role permissions to maintain company and partner security requirements

Retail Associate, *Jax Mercantile Company* - Lafayette, Colorado

November 2013 to January 2014

- Assisted customers in purchasing western apparel, workwear, footwear and accessories; Unpacked, priced and organized new merchandise; Arranged merchandise on sales floor according to floor plans.

Owner/Co-Owner, *Uplifting Guitar, LLC & Nayday Enterprises, LLC* - St. Louis, MO and Boulder, CO

2011 to 2013

- Patiently taught guitar lessons to beginning students in home-based business; Sold uplifting digital art online and at regional events to brighten home décor and enrich lives; Negotiated vendor contracts to obtain raw goods, professional services, and transportation; Interviewed and trained potential employees and volunteers to ensure adequate event security

Customer Service Representative II, *Convergys* - Hazelwood, Missouri

November 2001 to September 2009

- Patiently coached customers and coworkers to overcome numerous software problems and thus ensure Internet connectivity; Directed co-workers and customers through phone calls, focus groups and live chat to hasten technical problem resolution; Assuaged customer concerns on complaint calls to minimize supervisors' burdens

Link Verifier, *StreamSearch.com* - Clayton, Missouri

August 1999 to December 2000

- Efficiently added multimedia links to company database to deliver premium website content in a team setting; Annotated links with succinct description to increase user interest in site content.

Stock Room Manager & Retail Sales Associate, *Brookstone Company* - Frontenac, Missouri

May 1998 to August 1999

- Skillfully addressed questions and described features/benefits of specialty products in an upscale mall; Efficiently handled returns and sales transactions to guarantee customer satisfaction; Meticulously processed incoming and outgoing stock shipments and organized stockroom for maximum efficiency

Relevant Skills and Abilities:

- Technically Proficient
- Probing questions
- Non-commission sales
- Using floor plans for merchandising
- Experience in stockroom management
- Active and Patient Listening

- Patient teacher of various skills
- Experienced mid-career professional
- Wide variety of transferable social service and retail skills

Volunteer Experience

Congregation Bonai Shalom -- Boulder, Colorado ,*2012 to 2018*

Bais Abraham Congregation -- St. Louis, Missouri, *2009 to 2012*

Shaarei Chesed Congregation -- St. Louis, Missouri , *1997 to 2009*

- Arranged sacred objects and books for efficient use by congregants and prayer leaders
- Assisted in setting up, running, and cleaning up after events to reduce funds paid to janitorial staff
- Aided office staff and clergy to ensure that services and events ran smoothly and efficiently

BJC Hospice -- **St. Louis, Missouri**, *2007 to 2009*

- *Hospice Volunteer*
- Provided emotional support to hospice patients in their homes, providing comfort as illness progressed
- Visited patients in skilled nursing facilities allowing respite time to families
- Transported patients to long term care facilities ensuring safe and dignified arrivals