

## Professional Biography

Evelyn D. Smith-Lynch

Evelyn D. Smith-Lynch is the Vice President at C. L. Lynch Mortuary Inc. and is responsible for building customer and business relationships, developing and implementing customer-oriented programs, and providing training and development to achieve superior customer service. She also curates educational workshops and organizes community outreach events. She has over 35 years of experience in the Customer Service Industry.

Evelyn prides herself as a creative thinker and goal-getter who can always be trusted to pitch ideas to improve processes and generate results. With an unmatched record of achievements, Evelyn has consistently shown a knack for excellence and quality service delivery through policy formulations, training and development initiatives, and safety and health regulation compliance. Evelyn's visions and expertise have led to an exponential increase in team efficiency, workflow process improvements, best practices for safety and health programs, enhanced customer service performance, and efficient problem resolutions.

Evelyn holds a Master's Degree in Organizational Leadership from Biola University and a bachelor's degree in Business Administration and Business Management from the University of Phoenix. She is also an active member of several organizations, including the National Society of Black Engineers (NSBE), the Association of Women in Water Energy and Environment (AWWEE), LADWP and Write-On Toastmasters, Society of Hispanic Engineers (SHPE), and Biola Ruby Women.

On a personal level, Evelyn is the co-author of "I'm A Survivor My Covid Journey," a contributing author of "Live Abundantly," and an author of an e-book "The Top 15 Ways to Ruin Your Marriage". She is a wife and Mother and loves meeting and connecting with people.