

BROOKLYN SAMS

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Respectable leader that rewards authentic communication and teamwork by acting with a sense of honor and diligence.

EDUCATION

Boise State University, B.S. Political Science and Government

2014 – 2018

- GPA: 3.72
- Student Government - Committee Chair for Community Engagement
- Honors College Graduate
- National Education for Women's (NEW) Leadership
- Alpha Gamma Delta

Central Catholic High School

2010 – 2014

- GPA: 3.78
- Varsity Cheerleading, Soccer, Golf, and Racquetball
- Student Government - Leadership Committee

EXPERIENCE

Assistant Office Manager - Millworks, Premier Services Group

May 2020 – Present

Managed a team of 15 employees, who would coordinate the relationship between customer, store, and door/window installation contractors.

- Built dashboards and reporting tools on top of payroll and scheduling software
- Vetted, interviewed, hired, and trained scheduling coordinators
- Performed disciplinary actions and employee reviews
- Payroll and invoice fulfillment for contractors and clients

Scheduling Coordinator, Northwest Extreme Installers

Sep 2019 – May 2020

Utilized corporate phone network to coordinate flooring installation timeline and maximize customer satisfaction

- Communicated with upset customers using deescalation techniques
- Filled time slots for 16 different teams of installation contractors
- Minimized travel time between job sites
- Confidently utilized Microsoft Office and Google Suite to stay organized and prioritized

Assistant Manager, Nordstrom Rack

Aug 2018 – Aug 2020

Managed a team of more than 20, who would be tasked with merchandising and problem-solving for all customers and patrons

- Coached staff to develop into the best versions of themselves
- Used interpersonal leadership skills to motivate staff and keep them engaged

PROJECTS

Does Candidate Party Affiliation in the Senate Affect the Candidate's Fundraising Ability?

Spring 2018

SKILLS

- Leadership: Feedback, Positivity, Delegation, Collaboration, Motivation
- Communication: Conflict Resolution, Clarity, Trust, Teaching
- Google Suite: Drive, Sheets, Docs, Slides
- Microsoft Office: Excel, PowerPoint, Word

References Available on Request