Braylon Smith

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EXPERIENCE

Customer Service Representative   Dec. 2020 - Present
Sykes Inc | Malvern, Ar

Day to day responsibilities are to provide useful solutions to customers based on their needs. Along with assisting high-speed satellite customers with inbound tech inquiries, troubleshooting, and account management over the phone.

Data Entry   Aug. 2020 - Dec. 2020
Arkansas Department of Workforce Services | Little Rock, Ar
- Managed risk of energy portfolio containing up to $1.3MM of hourly exposure through effective asset optimization, physical natural gas trading, and power trading.
- Collaborated with Business Development team in evaluating and analyzing potential investment opportunities.
- Evaluated ongoing market fundamentals and potential economic, equipment, and ...

Data Entry   August 2018 - July 2019
Arkansas Enterprises for Developmentally Disabled | Little Rock, Ar
- Led team to ***1st of 10 districts*** *(bold certain metrics if metrics are important in your area of work)* in market share growth, exceeding each sales goal for sales of animal health products.
- ***Reversed underperformance*** of district by managing out underperforming representatives, identifying and hiring top talent, and motivating the team through frequent communication, coaching, and strategic direction.
- Improved District's market share growth from ***29th to 1st*** among all districts ...

Lifeguard/Swim Instructor   Summer 2016 - 2019
Little Rock Racquet Club/Lake Nixon Summer Camp/Boys & Girls Club | Little Rock, Ar

Responsible for day-to-day included: Informing swimmers and patrons of improper/dangerous behaviors and enforcing pool regulations and water safety precautions. Instructing and assisting with classes in the fundamentals of swimming, Swimming competitively, and Early childhood instruction.

EDUCATION

University of Arizona | Bachelor of Science in Biology (Pharmacy)
- GPA 3.2/4.0
- Intramural Soccer
- HI! Team 2016
- Pharmacy & Toxicology Research Club

University of Arkansas Little Rock | Bachelor of Science in Computer Science   Expected Dec. 2022
- GPA: 3.3/4.0

SKILLS

Lifeguard Certification/CPR Certification | HTML | CSS | JavaScript| React| Node | JQuery | Ruby