Breanna Bush

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**EDUCATION**

**FLORIDA STATE UNIVERSITY**  **MAY 2019**

*Bachelor of Science, Information Communication and Technology APRIL* 2023

**FLORIDA STATE UNIVERSITY**

*Master of Science in Information Technology Projected Graduation Date: MAY* 2025

**PROFESSIONAL EXPERIENCE**

**AMAZON TALLAHASSEE, FL**

*FC Associate* April 2024- PRESENT

* Operate within the Inbound & Outbound operations, achieving a top rate for the building for several weeks.
* Processed an average of 1.8k units daily within the Inbound stow process
* Processed an average of 1.3k units daily within the Outbound AFE process.
* Cross-trained in problem-solve processing an average of 1.1k units daily.

**Windsor Fashion TALLAHASSEE, FL**

*Assistant Store Manager* December 2023- April 2024

* Managed and developed a team of 15-25 associates and assisted with recruiting and training new hourly associates.
* Communicated with internal and external suppliers to manage deliveries
* Led and implemented a project plan to improve our monthly metrics which yielded 10% MTD.
* Analyzed efficiency metrics reports such as both quality and productivity for defects per million opportunities to identify production bottlenecks and recurrent issues

**WP Engine (Tundra Technical Solutions)**  **TALLAHASSEE, FL (Remote)** *Order-To-Cash Associate* DECEMBER 2021- March 2023

* Clearly and thoroughly communicate with customers via email and chat to diagnose, explain, and correct complex billing issues.
* Following multi-step processes to resolve billing and collections issues, taking ownership of the process from start to finish to ensure accurate execution of customer account activities (credits, debits, refunds, cancellations, etc.)
* Working closely with technical support and sales teams to quickly and efficiently resolve customer billing and collections needs while meeting SLA and customer satisfaction goals.
* Regular collaboration with other O2C team members and the Accounting and R&D teams to resolve issues.
* Balancing customer requests with a desire to do the right thing for both the customer and client.
* Being thoroughly familiar with aging reports and comfortable addressing both small-value and very high-value, premium customers to arrange for timely payments following the Client's Collections Process

**LIVE OAKS AT KILLEARN**  **TALLAHASSEE, FL** *Leasing Agent* June 2022- December 2022

* Clearly and thoroughly communicate with residents via email and chat to diagnose, explain, and correct complex billing issues.
* Following multi-step processes to resolve repair tickets, taking ownership of the process of site tour and resident experience
* Balancing resident requests with a desire to do the right thing for both the customer and client.
* Being thoroughly familiar with aging reports and comfortable addressing both small-value and very high-value, premium customers to arrange for timely payments following the Client's Collections Process

**PROFESSIONAL DEVELOPMENT**

**Certified Lash Technician (January 2023)** Tallahassee, FL

**Various IT Udemy courses (January 2020-Present)** Remote

**ADDITIONAL INFORMATION**

**Technical Training**: Microsoft Word, Excel, Excel Macros, PowerPoint, Access, Adobe Creative Suite, Project Management, Java, JavaScript, CSS, HTML, MySQL