Michranesha Brown

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Objective

To obtain a position that will promote growth, stability and an opportunity for advancement. Also obtain a position that will provide me the ability to apply my work experience to a growing program. Look forward to working with a program that has good service and provides me with the opportunity to meet and exceed assigned goals.

Education and Certifications

Bachelor of Science, Kinesiology

Louisiana Tech University, Ruston, LA

Major: Health Promotion with a Clinical Concentration

August 2013

Experience

AT&T Call Center (May 2014 – Present)

• Customer Service Representative

Plaisance Elementary School (October 2013 – May2014)

• 7th & 8th Grade Science Teacher

• Science Fair Coordinator, Assistant Girls Basketball Coach, Assistant Boys & Girls Track Coach, 4H Sponsor, and Media Specialists.

Louisiana Tech University Sports Medicine Department Internship (May 2013 – August 2013)

• Completion of 180 hours. Medical posting and billing. Make sure there is prevention of injuries. Recognize, evaluate, and assess the athletic injuries/illnesses. Take immediate care of athletic injuries/illness. Establish rehabilitation and reconditioning of athletic injuries.

Louisiana Tech University Football Operations (Nov.2012 – March 2013)

• Volunteer helper with recruiting; helped organize events, tours around campus, and provide prospects with knowledgeable information about the University.

Louisiana Tech University Video Assistant (Nov.2011 – May 2013)

* Videographer for Collegiate Sports.

**Louisiana Tech University Lambright Sports and Wellness Center/Golf Course** (June 2010 – March 2013)

* Front desk clerk, Fitness Staff, and Referee for Intramural Sports. Exceptional customer service skills and organized new member files.
* Receptionist; took care of memberships, green fees, schedule of classes, and used various software.

**Finish Line**, Lafayette, LA (Feb. 2007 – June 2010)

* Sales Associate and Head Cashier. Used creative judgment to achieve the goals and objectives.

Qualifications/Skills

* Excellent personal motivation with a proven ability to build and work collaboratively in a strong team concept environment, and independently.
* Well-developed skills in organization, decision making, time management, and communication skills.
* Strong interpersonal skills resulting in exceptional rapport with the general public in a variety of circumstances.
* Skilled in taking phone calls and creating work orders based on customer requests.
* Excellent verbal and written communication skills; good problem solving and analytical skills.
* Exceptional MS Office; MS Word, MS Excel, and MS Power point skills.

References available upon requests