

Erica Breig

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Work Experience

Customer Experience Associate at Mosaic Foods - Brooklyn, New York

July 2021 - Present

- Practicing active listening skills with a positive attitude and empathy to reach complaint resolution
- Solving problems by utilizing critical thinking skills and interpersonal skills with patience to improve customer experience
- Building customer loyalty through product knowledge and upselling

Mobile Unit Program Assistant/Quarantine Hotel Assistant at CORE - Atlanta, Georgia

July 2020 - August 2021

- Provided free covid-19 tests and Pfizer vaccines to the community,
- Assisted covid-positive travelers and homeless community with quarantining in a hotel through empathy and interpersonal skills.
- Followed protocols on health and safety regarding covid-19, including wearing proper PPE, keeping materials organized and sanitized
- Utilized problem solving and critical thinking skills for emergencies, and handling and diffusing interpersonal conflict in a calm, professional manner.

Film Production Assistant for Background on Amazon's *I Want You Back* - Atlanta, Georgia

February 2021 - May 2021

- Utilized time management, organizational skills, and interpersonal skills in managing and assisting background actors to and from set
- Used critical thinking skills and problem solving skills for unexpected events and emergencies regarding the safety and concern of background actors
- Established clear communication between assistant directors and various departments on set

Testing Team Production Assistant on Netflix's *Red Notice* - Union City, Georgia

September 2020 - December 2020

- Utilized organizational and time management skills in getting the entire cast and crew regularly tested for Covid-19
- Further utilized organizational skills in keeping inventory of all PPE and sanitation items for the production
- Used authoritative and interpersonal skills to ensure that cast and crew followed safety measures regarding covid-19.

Film Production Assistant for *Cosmic Sin* - Norcross, Georgia

March 2020

- Utilized time management, communication and interpersonal skills to assist talent to and from set
- Utilized critical thinking and problem solving skills to trouble shoot for unexpected events with a positive attitude
- Established clear communication between assistant director and various departments
- Enforced safety protocols
- Assisted with logging in employee timecards

Education

Georgia Tech - Atlanta, GA

Full-Stack Web Development 24 week program

Virginia Commonwealth University - Richmond, VA

Bachelor of Fine Arts in Theatre Performance

Skills:

Web Development: HTML, CSS, Javascript, APIs, Node

Typing speed 76 WPM

Google sheets/Google Drive

Microsoft Office: Word, Outlook, Excel, Power Point, and Windows Movie Maker

Maintaining a positive attitude and calming presence amidst chaos