

Taylor Brewster

Knoxville, TN

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Education

University of Tennessee – Knoxville	Graduated May 2018
Bachelor of Arts in Sociology, Pre-Medical Track	
Graduated Cum Laude, Cumulative GPA: 3.52/4.0	

Work Experience

IT Technologist II, Haslam College of Business, University of Tennessee - Knoxville	May 2018 — Present
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- Construct courses to allow applicants to register for Graduate and Executive Education courses using Microsoft AX 2012 and Microsoft Dynamics CRM.
- Maintain and update our current customer database for the Graduate and Executive Education MBA Programs with recent and correct information.
- Create new views within Microsoft Dynamics to improve staff experience with customer data and assist recruiters in identifying and contacting leads.
- Understand the interactions between Microsoft Dynamics CRM, AX, and Iris to assist with individual and group registrations for open enrollment and custom courses.
- Build, export, and import bug fixes, additional fields, and other solutions to Microsoft Dynamics 365 using PowerApps.
- Provide day-to-day technical support for staff, faculty, and students on campus, in online classes using Zoom or Microsoft Teams, and off campus while maintaining a positive and respectful communication.
- Manage the IT inventory for Graduate and Executive Education and Graduate Business Program departments.
- Produce and edit videos for use by Graduate and Executive Education and the American Accounting Association utilizing Adobe Premiere Pro and Adobe Photoshop.
- Support an excellent student and faculty experience for hybrid and off-campus events using A/V equipment.
- Process and file transcripts and complete GPA recalculations using Parchment and SLATE.

Student Worker, Haslam College of Business, University of Tennessee - Knoxville	October 2014 – May 2018
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- Collaborated with multiple faculty and staff members, and external and internal customers to present a seamless and reliable customer experience while maintaining a positive and respectful communication.
- Demonstrated high levels of organizational, time management, prioritization, and computer skills.
- Compiled evaluations to present a summary of overall scores and customer comments.
- Quality-checked simulations for seamless presentation to future customers.
- Designed a Work-In-Progress board to better streamline student worker duties.
- Trained five student workers in the day-to-day tasks, which include inventory management, quality control of customer supplies, and compilations of customer reviews.
- Acted as team leader for our student worker team.

Skills

General: Accurate Data Entry, Customer Service, Technical Support

Computer: Microsoft Office Products (Word, Excel, Outlook, Dynamics 365, AX, Teams), Zoom, Adobe Products (Premiere Pro, Photoshop, Acrobat DC), JavaScript, CSS, HTML

Language: English

Professional Accomplishments

Graduate and Executive Education, Haslam College of Business, University of Tennessee – Received Staff Excellence Award for Outstanding Innovation	2019
Graduate and Executive Education, Haslam College of Business, University of Tennessee – Received Staff Excellence Award for Outstanding Service	2020
Graduate and Executive Education, Haslam College of Business, University of Tennessee – Received Staff Excellence Award for Outstanding Innovation	2021
Graduate and Executive Education, Haslam College of Business, University of Tennessee – Received Staff Excellence Award for Outstanding Teamwork & Collaboration	2022