Taylor Brewster

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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

* 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

* 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