

Brittany Smith

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Charlotte NC
28205

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Education

East Carolina University
Greenville NC
Bachelor of Science
Business Administration/Marketing
May 2008

Tech Talent South
Charlotte NC
Code Immersion
October - December 2017

UX Design
February 2018 - March 2018

Current / Upcoming Courses

Tech Talent South
Web Design
April - May 2018

Treehouse
Rails Development Track
Front End Web Development Track

Technical Skills

Microsoft Office Suite
Google Analytics Individual Qualification
Adobe Illustrator
Ruby/Rails
HTML/CSS
Optimism
Wireframes
Prototyping

♥ plants, hot yoga, dogs, picnics, concerts, bicycles

I once pulled a colleague out of a burning building, but I prefer my heroics on the less dramatic side...

Whether it's redesigning a telecom onboarding protocol, or just fixing the office coffee machine, I aim for simple, sensible solutions that will improve life around me.

I studied Marketing at East Carolina University and received my BS in Business Administration. I then spent 9 years gaining hands-on customer satisfaction, account management, and marketing experience. In 2017, I accepted a scholarship opportunity related to my tech interest and shifted to part time work.

I am now ready to apply my education, experience, and instinct to projects and adventures in a full-time capacity. Mentorship & growth opportunities a plus!

Experience

Nexcom

Charlotte NC - Remote / September 2012 - July 2017
Account Manager/Analyst

Acted as primary contact for client contact including questions and requests. Delegated and collaborated as needed to ensure customer satisfaction.

Monitored wireless accounts to certify accuracy and suggested/implemented changes to manage expenses and provide cost reduction opportunities.

Analyzed statements and provided monthly reporting directly to clients.

Proactively maintained knowledge of current products and services in order to place orders and negotiate with wireless carriers on client's behalf.

Verizon Wireless

Virginia Beach VA / November 2009 - March 2012
Sales Representative

Provided excellent customer service in a fast-paced sales environment to increase customer base and loyalty.

Utilized a consultative sales approach to provide pertinent recommendations to customers in order to meet and exceed sales quotas.

Focused on managing and enhancing long-term customer relationships.

PRG Real Estate Management

Winston-Salem NC / October 2008 - November 2009
Marketing Director/Assistant Property Manager

Managed and implemented all advertising and promotion to achieve 99% occupancy. Accurately prepared legal documents, lead contract signing, and contributed to court proceedings.

Performed all necessary administrative tasks and provided support to property manager.

GTM: Guerilla Tactics Marketing

Atlanta GA / July 2008 - August 2008
Truth Tour Crew Member

Utilized guerilla marketing tactics to effectively engage target demographic in peer-to-peer marketing.

Created socially-conscious brand loyalty on a 6-week national tour.

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blake
smith