

Bryony Grant

Objective

To obtain a challenging position that allows me to apply my skills and experience in and around the workplace.

Experience

January 2014- Present Philadelphia Interfaith Hospitality Network Philadelphia, PA

Intern

- Assist Director of Family Services in daily activities ranging from administrative duties, facilitating workshops, fundraising efforts, intake process and acts as a liaison between agency and other service providers.
- Facilitate group-learning activities such as money management, job seeking, and parenting clubs.
- Connect residents with agencies that will support them in achieving their identified goals (housing, childcare, welfare, health benefits, jobs)
- Overnight and weekend stay with residents where primary responsibility is to maintain a safe environment and ensure all residents adhere to the rules.
- Participated in many trainings that will help me become a better human service professional

August 2011-Present Citibank Home Lending Philadelphia, PA

Mortgage Sales Assistant

- Assist borrowers in financing the purchase of a home by providing loan counseling throughout process, until loan settlement has been reached.
- Assist the Area manager in daily tasks including but not limited to, creating pipelines and month end worksheets. Also, assisted 5 top performing loan officers (1 whom was specifically handling the Community Reinvestment Act (CRA) portfolio project) with daily pipeline management and loan structuring.
- Generate new business through presentation of bank products to borrowers, realtors and housing counselors.
- Prepare pipeline to strategically forecast business and help identify areas of opportunity. Attained sales quota all 4 quarters of 2013 and increased revenue by 7%.
- Utilize Microsoft (Word, PowerPoint, Excel) to organize information and conduct many other administrative duties such as scheduling appointments, answering phones, arranging meeting, filing and faxing.

October 2008 - August 2011 Coach Inc. Willow Grove, PA

Assistant Manager

- Responsible for overseeing all operations of the store including but not limited to projecting sales, hiring/training, and merchandising.
- Assure all customers receive exceptional customer service by recruiting quality sales talent. Invested time in the training of company standards, sales goals, as well as product knowledge for all employees. Also, implemented a series of contest in order to achieve aggressive sales goals.
- Drafted daily, weekly and quarterly sales equations to determine sales goals.
- Tallied and prepared all end of day paper work and deposits. Responsible for Safe Audits. Prepared and monitored shipment logs.
- Ensure all received merchandise is properly processed and delivered to the sales floor in a timely manner. Oversee merchandise procedures such as floor plans, store displays, signage and marketing.
- Responsible for maintaining company sales budget and customer service goals as it relates to calculating payroll dollars.

January 2008-October 2008 White House Black Market Willow Grove, PA

Assistant Manager

- Responsible for organizing, directing, and completing weekly floor sets for five sales floors. Including making wise changes as necessary for merchandise not provided.