

MICAELA BRAY

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Location | Nashville, TN 37204

Objective

Seeking an opportunity to utilize my customer experience and detail-oriented mindset in a competitive industry.

Education

Belmont University – Nashville, TN
Bachelor of Business Administration, Music Business, Graduation: May 2016

Southeastern Illinois College – Harrisburg, IL
Associate in Arts, Sound and Media Art, Graduation: July 2013

Involvement

Belmont Community Council
SOLID Mentorship Program
CMAAedu

Community Service

Hands On Nashville
American Cancer Society:
Walk for Breast Cancer Awareness
LP Pencil Box

Skills

Knowledge of multiple POS Systems
Expert in Microsoft Office:
Word, Excel, PowerPoint, Access
Basic Spanish and French

Experience

Lyft, Inc. | Customer Experience and Trust - Driver Pay (Existing User Experience)
Nashville, TN | May 2016 – Present

Educate platform users and resolve pay-related issues
Assist in deployment of inbound phone service line
Discover platform issues/technical problems and assist in issue resolution
Assist in the onboarding process of new hires by training through shadow sessions

Climb Nashville | Sales & Customer Service
Nashville, TN | July 2014 – Present

Educate new customers on safety and history of the environment/practices
Train new employees on POS, safety standards, and member operations

Street Talk Media | Artist Management – Internship
Nashville, TN | August 2015 – December 2015

Connected with tour promoters about show details and artist requirements
Inventoried, organized, and managed fulfillment for artist merchandise for tour and online sales

The Press House | Public Relations – Internship
Nashville, TN | September 2014 – October 2014

Ran press for events, including Americana Fest and ACME Feed and Seed Grand Opening
Contacted media outlets in order to set up events and interviews with artists

Belmont University | Junior Advancement Group
Nashville, TN | August 2013 – May 2014

Served as an Outreach Representative for alumni
Contacted Belmont alumni to provide updates on University programs
Raised donations for the University through University outreach