

Brianna Mead

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Objective

To apply my skills to an internship or job that would help improve my abilities and utilize my strengths to my best ability.

Skills & Abilities

- Leadership
- Communication
- Public Speaking
- Planning / Event Planning
- Microsoft: Word, PowerPoint, Excel, Forms, OneNote

Work Experience

RESEARCH INTERVIEWER | OPPENHEIM RESEARCH | APRIL 2017 - PRESENT

- Serve local, regional, state and government agencies, private sector companies and non-profits by providing them with accurate data collection and analysis.
- Participate in multiple surveys and studies including:
 - Service Delivery and Customer Satisfaction Studies
 - Job Vacancy Data Collection
 - Evaluation/Preference Studies
 - Corporate/Brand/Product Studies.

TEAM LEAD – FLOOR OPERATIONS | FOLLETT HIGHER EDUCATION | JULY 2015 - PRESENT

- Oversight of both opening or closing of the bookstore to include:
 - Completion of End of Day Reports
 - Ensure the accuracy of Sale Totals for day and cash collected.
 - Key holder responsible for securing the bookstore upon arrival/departure
- Responsible for merchandise management:
 - Reconcile Purchase Orders and insure merchandise totals are correct
 - Prepare merchandise for display
 - Calculate sale totals at the end of day
 - Ensure maximum merchandise sales
- Training of all new employees
- Responsible for Online Orders
- Provide excellent customer service:
 - Assist customers with merchandise sales,
 - Answer all questions regarding textbooks, uniforms and school supplies
 - Resolve all customer concerns
- Responsible for the student textbook buyback and rental program

BOOKSTORE CLERK | KEISER UNIVERSITY | JUNE 2013 – JULY 2015

- Head cashier responsible for the collection of all merchandise dollars
- Provide excellent customer service:
 - Greet and assist customers with purchases and questions
- Stock and organize all merchandise on shelves
- Responsible for calling students regarding their textbook deliveries
- Accountable for securing the store upon closure
- Responsible for completion of end of day reports

College Experience

MATH CHAMPION | TALLAHASSEE COMMUNITY COLLEGE | SPRING 2017- PRESENT

- Was recommended, and then selected, to be a Teacher Assistant as part of the Math Champion Pilot Program at Tallahassee Community College, responsibilities include:
 - Attend in-classroom math course assignment weekly for 2 hours
 - Meet once a week with assigned faculty member to discuss student progress and ways to help them succeed in the classroom
 - Attend tutor training sessions and program meetings
 - Tutor students in the Learning Commons for two hours each week
- Selected to pilot the Math Champion program online for Spring 2018, developed and deployed the following:
 - Welcome and informational video
 - Post assignments and create test keys
 - Post helpful hints and tips
 - Reply to student messages and concerns
 - Implement online virtual reviews via webcam

PHI THETA KAPPA | TALLAHASSEE COMMUNITY COLLEGE | FALL 2017 – PRESENT

- Inducted into Phi Theta Kappa, a 2-year Honor Society in the Spring of 2016-17
- Nominated to be the Phi Theta Kappa Secretary in the Spring of 2016-17, duties include:
 - Transcribe and present minutes at each chapter meeting
 - Keep records of all Chapter activities
 - Maintain a system of documenting the Chapter's history on Facebook pages/groups, TCC Connect, and filing copies of chapter award entries.
 - Place a copy of all historical records in the chapter files or share access to electronic files with the chapter advisor at the end of the officer term
- Selected to be Phi Theta Kappa President Fall 2017-18, duties include:
 - Prepare meeting agendas and lead Chapter meetings
 - Prepare and present virtual meeting via social media
 - Organize Officer meetings and minutes
 - Appoint and establish necessary committees
 - Develop goals for the Chapter
 - Oversee Chapter projects
 - Oversee award entry preparation
 - Provide regular updates to the Chapter Advisor
 - Vote only in the case of a tie

- Manage Chapter emails, web pages and Social Media Accounts
- Responsible for organizing, overseeing and facilitating all Phi Theta Kappa events; some of these events include:
 - Food Truck Fellowship
 - Fellowship Events: Promoted Theatre TCC's 2017 *Taming of the Shrew* and 2018 *Schoolhouse Rock LIVE!* productions
 - Valentine's Day Bake Sale
 - Tabling Events
 - Membership Recruitment

Education

A.A | AUGUST 2016 – PRESENT | TALLAHASSEE COMMUNITY COLLEGE

- SPRING 2016-17: Honor's List
- SUMMER 2016-17: President's List
- FALL 2017-18: Dean's List

Accomplishments/Awards

- Was recommended, and then selected, to be part of the Math Champion Pilot Program at Tallahassee Community College
- Dramatically increased pass rates in Spring 2017 for MAT0028 classes that were assisted by Math Champions by 8.1%
- Nominated and awarded the 2017 TCC Eagle Award
- Selected to introduce FSU President, John Thrasher at the 2017 All-Florida Academic Team Awards Ceremony
- Interviewed and featured on the Florida College System website under "Students are Saying"
- Selected to the 2018 All-Florida Academic Team

Community Service

- 2017 Fall Convocation at Tallahassee Community College
- 2017 Tallahassee Turkey Trot for Golf Winds Track Club and the Kearney Center
- 2018 State Leadership Conference at the Champions Club: Florida State University
- 2018 Valentine's Day Bake Sale at Tallahassee Community College
- 2018 Discovery on Parade at the Augustus B. Turnbull III Florida State Conference Center