

## Hello

# I'm Briyana Kornegay

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## Skills

- Ability to type over 45 WPM
- Interpersonal, written, and oral communication skills
- Honest/ Trustworthy
- Determination and Persistence
- Background in billing and coding (medically)
- CPR Certified
- Organized
- Experience with booking software.
- Punctual (At least 15 minutes early)
- Moderate to heavy lifting
- Strong work ethic

## Experience

NOVEMBER 2019- FEBRUARY 2020

### **Cole Family Entertainment, Roswell, GA- *Communication Center Representative***

- Receive Inbound Calls
- Place outbound follow-up calls to sales leads, and offer guests the opportunity to book an event with the company.
- Answer questions about product details, the company, and issues within the account for guests.
- Assist customers with technical difficulties with the website and booking.
- Perform basic account maintenance activities.
- Billing and sending invoices to customers
- Booking events with detailed notes.

DECEMBER 2018 - FEBRUARY 2020

### **Sky Zone, Roswell, GA - *Guest Services***

- Checking out guest
- Verifying method of payment
- Up-selling products
- Informing customers on promotions

## Education

JUNE 2020- IN PROGRESS

**Georgia State University, Atlanta Campus** - *B.S. Interdisciplinary Biomedical Sciences*

Along with majoring in Biomedical Sciences, I will be minoring in Spanish (which I am already intermediate in).

NOVEMBER 2018- MAY 2020

**Norcross High School, Norcross, GA** - *High School Diploma*

Attended from sophomore to senior year. While going there, I ran track and was the social media liaison for the African American Leadership Roundtable. I also was a dual enrollment student at Gwinnett Technical College for Allied Health Services.

## Awards

Miss Peachtree Corners Teen USA 2020

Modern American Miss Teen Georgia 2020-21

Miss Teen Infinity Peachtree Corners 2020-21