



Brianna Harmon

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PROFESSIONAL SUMMARY

Talented professional considered knowledgeable leader and dedicated problem solver. Brings 3 years of valuable expertise to forward company objectives. Attentive to detail with experience in coordinating projects, programs, and improvements.

SKILLS

- Microsoft Office, Word, Excel
- Google Docs, Sheets
- Zoom & Microsoft Teams
- Great organizational skills
- Project Goals and Milestones
- Processes and Procedures
- Data Review
- Timely Project Completion
- Status Updates
- Client Relations
- Testing
- Project Management
- Define Customer Needs
- Customer Service and Assistance
- Schedule Management
- Chat Platforms
- Strategic Communication

WORK HISTORY

PROJECT MANAGER

07/2020 to 09/2023

Digitell, Inc

- Maintain a portfolio of 20 accounts ranging in client projects from \$5,000 to \$100,000.
- Work closely with Account Managers and client to execute in person and hybrid live streaming events.
- Logistics of onsite travel and AV, Internet companies
- Planned, designed, and scheduled phases for large projects.
- Monitored project performance to identify areas of improvement and adjust.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Maintained open communication by presenting regular updates on project status to customers.
- Monitored project progress, identified risks, and took corrective action as needed.

CAKE DECORATOR

03/2019 to 07/2020

Ecklof's Bakery

- Designed specialty cakes for weddings, birthdays, and graduations.
- Handled phone calls regarding inquiries, cancelled orders, and ordering conflicts.

- Kept work area safe and sanitized by washing utensils, tools, and countertops.
- Packaged and priced each product according to company pricing procedures.
- Verified accuracy of orders while meeting strict deadlines on producing completed products.
- Used variety of baking and decorating tools such as mixers, carving tools, and confectionery products.
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.

SHIFT LEAD MANAGER

07/2018 to 03/2019

Justice

- Cooperated with coworkers to improve customer experience and manage storefront.
- Utilized interpersonal communication skills to enhance customer experience and add value to each interaction.
- Completed after shift review reports to remind supervisors of completed work.
- Delegated high volumes of work to empower team, build trust, and assist with professional development.
- Kept employees operating productively and working on task to meet business and customer needs.
- Trained and mentored new employees to maximize team performance.
- Coached crew members to optimize performance and motivate toward more efficient work.
- Exercised composure under pressure and in escalated customer service scenarios.
- Advised new employees on company procedures and policies to facilitate daily tasks and responsibilities.

EDUCATION

Bachelor of Arts | Forensic Psychology

EXPECTED IN 04/2025

Southern New Hampshire University, Hooksett, NH

- Dean's List Fall 2022
- Dean's List Winter 2023
- Honor Roll Fall 2022
- Honor Roll Winter 2023
- Honor Roll Spring 2023
- Honor Roll Fall 2023
- 3.5 GPA