

# BRIANNA WEST

## CONTACT

- +217-862-4336
- Buford GA
- Briwest00@gmail.com
- <https://www.linkedin.com/in/brianna-west-6a4839187/>

## EDUCATION

### TENNESSEE STATE UNIVERSITY

Master of Science in Psychology  
2022-2024

### TENNESSEE STATE UNIVERSITY

Bachelor of Science  
2018-2022

## SKILLS

- Administrative Support.
- Strategic and social selling
- Communication Management
- HR Policies
- Crisis Intervention Planning
- Critical Thinking
- Customer Service
- Content Development

## CERTIFICATION

### PSYCHOLOGICAL FIRST AID

2024 - 2024  
Tennessee State University

### SOCIAL MEDIA MARKETING CLASS

2024  
Coursera

## PROFESSIONAL SUMMARY

Accomplished and detail-oriented professional with over a decade of experience in customer service, five years of administrative assistant expertise, and one year in human resources. Demonstrates exceptional skills in client relations, administrative support, and HR functions. Proficient in streamlining operations, enhancing team efficiency, and fostering positive workplace environments. Known for strong organizational abilities, excellent communication, and a commitment to providing top-tier service. Adept at multitasking in fast-paced settings and leveraging a comprehensive understanding of administrative and HR practices to support organizational goals. Proven track record of problem-solving, adaptability, and maintaining confidentiality. Looking to bring extensive experience and dedication to a dynamic team focused on excellence and growth.

## WORK EXPERIENCE

### ASSISTANT DIRECTOR OF RESIDENCE LIFE

Tennessee State University (2023-Present)

Resolved disputes between roommates or groups of students residing in the same building or floor.

- Maintained accurate records on all residential student activities including room changes, work orders, incident reports.
- Managed daily operations of the residence hall, including room assignments, maintenance issues, and resident concerns.
- Conducted weekly meetings with RAs to discuss current issues and address any questions or concerns.
- Provided guidance and support to residents regarding academic success, personal development, roommate conflicts.

### HUMAN RESOURCES ASSISTANT

Dreaam Opportunity Center 2022-2023

Created, organized and maintained employee personnel files to keep sensitive data secure.

- Assisted in recruiting and hiring processes by conducting phone screens, scheduling interviews, and completing reference checks.
- Maintained accurate records of employee information such as wages, performance reviews, benefits, leaves of absence.
- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.

### INTAKE REPRESENTATIVE

Insight Counseling Center (2021-2021)

- Supported operations with copying, mailing, and managing supply inventory.
- Responded to urgent referral requests and processed paperwork to facilitate timely transfers.
- Conducted initial assessment to determine potential client service needs and eligibility parameters. Received, answered and responded to telephone calls.
- Took care of 50% of potential clients..