

Brittany Stubblefield-Engram

Skills Summary

Virtual Customer Support
Office Management
Administrative Support
Data Entry
Social Media Marketing
Microsoft Office Proficiency
Copywriting

Experience

Point of Contact Lead Chat Support Specialist 24|7.ai

May 2017–June 2018

- Highest scoring agent on POC exam with, 98%.
- Promoted to Point of Contact (POC) for morning shift, providing direct assistance to Training and QA departments
- Facilitated chat flow for multiple support channels.
- Developed surveys to support new hire/training needs.

Procurement Analyst Genpact

August 2019 – January 2020

- Receive and respond to inbound customer calls/chats; gather and verify required information.
- Supported training new hires in cross-training exercises.
- Promoted to Subject Matter Expert and Floorwalker 10/2019

Compliance Specialist – Admin Dept. Caine & Weiner

March 2020 – March 2021

- Auditing and entering data for upwards of 50–100 collector calls.
- Score Scheduler phone calls and record results for reporting purposes
- Communicate outcomes of QA audits to Collection Managers for dual state locations,

Outreach Lead Specialist The Snack Shack

February 2021 – Present

- Fulfilled requests for rental, utility, and grocery assistance for families.
- Developed and implemented marketing plan for \$10,000 fundraiser.
- Data management and document assistance provided for over 100 families

Educational History

University of North Texas at Dallas

Bachelors of Arts

August 2021 – December 2022

- Bachelors of Science in Applied Arts & Sciences
- Emphasis in Ethnic Studies

Dallas Colleges (Formerly DCCCD)

Associate of Arts

Degree Received: July 2020

- Major in Liberal Arts
- Minor in Theatre Arts

Professional Training

- Brass Tacks Foundry Bootcamp | February 2021 – May 2021
 - Copywriting and Creative Marketing
- Fidelity Investments | June 2021 – August 2021
 - Customer Relations Advocacy Intern

Contact me at:

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