



Brittanie McClain

Remote, Jackson, TN 38301, USA | 731-217-4957 | brittaniebuffie@gmail.com | www.linkedin.com/in/brittaniemclain

Profile

- Invaluable asset, abundant resource of sought-after talents and expertise
- Began college at 17 years of age, launched first business at 21 years old
- 9+ years of experience managing remotely
- Highly recognized and rewarded for work ethic and achievements
- Proven track record of success and swift advancement
- Has consistently built and implemented a number of innovative practices/tools that increased efficiency, profit, customer satisfaction and productivity

Work Experience

MAC+ Technical Advisor 08/2019 – 04/2020
Teleperformance, Remote, US

- Promoted to Mac+ two weeks after completing New Hire iOS Training
- Attained the highest score on Mac OS Technical Certification Exam
- Recognized by peers and management for immense knowledge and helpfulness

Founder/President 12/2018
Beautifully Altar'd Inc, Remote, US

- Solely founded and turned a philanthropic hobby into a growing nonprofit organization
- Provide visionary and strategic leadership for the organization.
- Locate, contact, negotiate and cooperate with donors, sponsors and other organizations
- Direct staff, including organizational structure, professional development, motivation, performance evaluation, discipline, compensation, personnel policies and procedures.
- Provide leadership, services, tools, courses, resources and community to members.

Work Experience

Work at Home SMB 08/2016 – 08/2018
Customer Success Lead/Retention Lead
Rubicon Global, Buckhead, GA/Remote, US

- Received recognition from CEO
- Pitched what became the Retention Team based on recognized need

Owner 04/2015 – 07/2017
Bourgeoisie Boutique dba The Bourgie Shop, Remote, US

- Responsible for all aspects of bootstrapping an online e-commerce business, including developing a brand, building a customer base, obtaining capital, communicating with hired talent and customers, developing processes, constructing marketing strategies and monitoring and managing inventory, vendor management and other logistics.

Human Resources Associate 04/2015 – 02/2016
The Home Depot Corporate, Greater Atlanta Area, GA, US

- Human Resources, Payroll and Staffing duties for all 50 states of employees
- Processed Leave of Absence, Workers Compensation and FMLA
- Assisted store management with Operations and Employee Management

Retention Coord/Sr. Collections Fin Services Sup 01/2014 – 05/2015
Verizon Corporate, Franklin, TN, US

- Part of the supervisory level of Financial Services
- Collections Escalations, QA, Training and Fraud management
- Recouped outstanding balances and managed high-risk accounts

Work Experience

Remote Sr. Resolution Specialist/Management 12/2011 – 01/2014
Asurion, Greater Nashville Area, TN, US

- Data entry, clerical duties, Citrix, Avaya, Telegence
- Utilized leadership skills, expertise and tools to find solutions for customer issues and to coach/guide reps
- Handled all escalations, Customer Satisfaction and fraud cases for two cellular carriers

Mobile Tech Support/Team Lead 02/2011 – 12/2011
Asurion, Greater Nashville Area, TN, US

- Created procedures, troubleshooting and knowledge base tools (which are still utilized), wrote scripts, built retention and vision teams, IT Support, documents and training.

Education

Cellular and Molecular Biology 2005 – 2009
Tennessee State University, Jackson, TN, US

Pre-law
American Public University, USA

Certificates

IBM Customer Engagement Specialist Professional Certificate 04/2019
IBM
Credential ID U3WJXKM2YK7N

iOS and Mac OS Certified 2019
Teleperformance/Apple

Hobbies



Reading, History and News



Social and Political Activism



Motivating and empowering others whenever possible



Fighting Injustice locally and Nationally via



Keeping abreast of technological advancements



Meditation, yoga, crystals, enlightenment, healing

Volunteering

Pre-Law Treasurer
Phi Alpha Delta Law Fraternity, International, USA

Pre-law Member
National Black Law Student Association, USA

Member/Volunteer 10/2018 – present
Democratic Socialists of America, Southern Region/Memphis Chapter, USA

- Organizing, administration, recruiting
- Phone Banking, mailers, grassroots campaigns
- Learning more extensive knowledge from mentors/leadership

Member/Volunteer 2007 – present
Human Rights Campaign, Nashville, TN/Atlanta, GA/Memphis, TN, US


Member/Volunteer 2003 – 2007
Student NAACP, Tennessee, US


Founder/President 12/2016 – present
Beautifully Altar'd Inc community project, Downtown Atlanta, GA, US


- Recognized need for assistance for homeless population near my then home resulting from shutdown of one or more large shelters that served the area
- Fed small groups in mornings which progressed to feeding homeless in my community 7 days a week up to twice per day
- Obtained additional resources to sustain project after running out of personal funds
- Quietly involved my employer, friends, neighbors and local businesses in drives to provide food and necessities
- Helped over 20 individuals obtain housing
- Assisted this neglected community in locating jobs, interview attire, transitional housing or their families


Skills

Managerial Skill


Call Center Management 


Workforce Management 


Customer Retention 


Training/Coaching 


Valued Skills

Microsoft Office 365 

Branding/Social Media Marketing 

Content Creation 

Customer Relationship Management 

Sales and Sales Training 

IT/Tech Help Desk 