

## **Nijah Brenea Searls**

Atlanta, Ga

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### **PROFILE**

Enthusiastic and optimistic attitude that enjoys working with others in a productive environment. Always thinking of something new for improvement in the work environment, and always open to other's ideas. Adapt quickly to new tasks and skills and able to work in hectic situations. Strong customer service skills and well-rounded in administrative office tasks with years of experience. Possess a broad knowledge of other cultures when studied abroad in Costa Rica.

### **EDUCATION**

**University of West Georgia**, Carrollton, GA

*GPA: 3.9*

Bachelor of Arts: Psychology, Spring 2016

*Senior Analysis Research Study: Parenting Styles Effecting Adolescent Development*

**Atlanta Technical College**, Atlanta Ga

Bachelor of Business: Business Major, Spring 2020

### **EXPERIENCE**

**University of West Georgia Orientation**, Carrollton, GA, 2013-2015

*Student Orientation Leader*

- Created positive lasting impressions for the incoming freshman as their first impression of the university
- Lead campus tours encouraging student and parent participation and involvement
- Developed lasting relationships with students and parents serving as a positive role model and a university's resource.
- Assisted with facilitating group discussions over issues that new students and parents may face during the transition to college

**River Pointe Apartments**, Carrollton, GA 2014-2016

*Senior Community Assistant/Leasing Professional*

- Provide a sense of community for all residents to ensure an engaging living environment
- Utilize academic, organizational, and social skills by leading weekly staff meetings
- Lead and assign clerical tasks to other community assistants while working closely with the supervisor

**Department of Family and Children Services**, Marietta, GA 2016

*Child Protective Services Investigator- Case Manager*

- Assesses the level of risk to children by conducting face-to-face interviews with the alleged child victims and their caretakers
- Collaborates with law enforcement when children are physically removed from caretakers when the child is found by the courts to be at risk in the home
- Testifies in court as to the level of risk to children placed in the agency's legal custody
- Testifies regarding the status of the agency and/or parent's progress towards the court approved placement
- Possess flexible scheduling dealing with unpredictable human behavior

**GreenSky Loan Services, Atlanta, Ga 2017**

*Payment/Marketing Specialist*

- Contacts customers in order to secure payment and determine reason for delinquency on active loan/credit card accounts.
- Works to reduce delinquency without sacrificing the quality of customer service standards or relationships.
- Consistently represents the Company and its business partners in a professional manner by providing good customer service.
- Persuades delinquent customers to become current while using professionalism and tact.
- Educate customers on account terms and alternate payment programs and methods.
- Navigate a computerized data entry system or other relevant applications.

**Hubert's Lemonade (Coca-Cola), Atlanta, Ga 2018**

*Brand Ambassador*

- Provide feedback to the Marketing and Product departments regarding customers' requests
- Participating in trade shows as a company spokesperson
- Representing the brand positively in a multitude of settings
- Participating and set up in event marketing
- Generating brand awareness through word-of-mouth marketing

**HONORS**

- Alpha Lambda Delta Honor Society
- University Ambassador
- HOPE Scholar
- Dean's List
- Ingram Scholar
- MG James Ursano Scholarship

