**Marlo N. Brasher**

**272 Oakview Road**

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**Marlo.brash412@gmail.com**

**Education**

* **Athens State University-** 2017

Major- Criminal Justice

GPA- 3.16

Child Advocacy Completion Certificate

* **Calhoun Community College-** January 2009 – May 2012

Member of National English Honor Society

GPA- 3.1

**Research Interests**

* Maltreatment of children with disabilities
* Stand Your Ground Legislation
* Juvenile Justice System

**Internship & Research Experience**

* **National Children’s Advocacy Center**- Pratt Ave, Huntsville

June 2016- July 2016

Interned under ADA Gabriel Helix, Family Violence, and Sexual Assault Unit. Briefed cases relating to disabled children. Used case briefings to confirm that programs for children with disabilities should focus special attention on sexual related violence as an aim in preventing sexual offenses directed towards this underserved population.

* **Madison County District Attorney’s Office-** Northside Square, Huntsville

August 2016- December 2016

Interned under ADA Melissa Heron. Studied the application of Alabama’s Stand Your Ground legislation and its impact on the prison system, court room actors, and citizens.

**Employment History**

* **Whole Foods Market**- Bob Wallace Drive, Huntsville

**Cashier**- October 2015- present

Handle cash and credit card transactions, responsible for maintaining a clean and sanitized front end, resolve general customer service requests, passing weekly PLU tests, stocking the point of purchase, greeting and engaging customers, delivering perfect customer service, maintaining organic integrity of produce, keeping up with weekly sales, specials, and coupons; staying familiar with produce inventory and other product knowledge, maintain proper disposal of recyclables & wastes.

**Assistant Payroll & Benefits Specialist**- July 2016- present

Fill in for PBS when needed, pulling payroll, running labor reports, resolving team member requests, ordering office supplies, coordinating team member volunteer opportunities, administering new team member orientation, staying up to date on the company’s health benefits.

* **Dillard’s**- University Drive, Huntsville

**Clearance Associate**- May 2012- October 2015

Responsible for managing/maintaining junior department, monthly inventory count, handling credit card/cash transactions, keeping up with weekly sales, meeting monthly credit application quota, working with percentages and price points, processing inbound shipments, directing incoming phone calls with a clear & articulate phone voice.

* **S&R Sewing and Vacuum Center** – Arcadia Circle SW, Huntsville

**Shipping & Receiving Manager:** October 2011-May 2012

Inspecting and verifying in- and out-bound shipments, reporting any shortages/damages to appropriate vendor/office manager, pricing products at appropriate profit margin, keeping track of inventory, handling special orders placed by customers, running cash register, customer service, answering in-bound calls, importing product on website, managing products purchased on website.

* **Print Management Inc.** – Leeman Ferry Road SW, Huntsville

**Appointment/Account Coordinator**: October 2010- September 2011

Telemarketing (minimum of 200 out-bound calls required daily); appointment setting/scheduling/confirming; working with multi-line phone systems; answering in-bound calls; responsible for providing accurate and timely messages; data entry; responsible for organizing and maintaining quotes for clients; responsible for keeping client files up to date, taking service/sales orders (customer service); collecting customer payments; daily use of Microsoft Word, Excel, and Outlook, price comparison; faxing documents; distributing incoming mail; provided support for sales staff; responsible for coordinating sales staff calendar.

* **Empire Fitness** – Highway 72, Madison

**Kids Center**- **Childcare provider**: September 2010 – March 2011

Duties included child care/supervision, cleaning gym equipment, greeting customers at entrance, managing and maintaining play area.

* **Worked as a temporary, private nanny from June 2010 – August 2010**
* **Super Star Market –** Pratt Avenue, Huntsville

**Cashier:** May 2008 – October 2009

**Assistant Customer Service Manager:** October 2009 – June 2010

I was in charge of making daily deposits, balancing cashier tills, balancing customer transactions against computer, keeping record of safe amount, putting together overage/shortage reports, making the schedule for cashiers and baggers; handled customer inquiries; responsible for making tags & relaying pricing problems, ordering office supplies, general office maintenance, running cash register.

**Technical Skills**

* Multi-line phone systems
* Microsoft Office 2007
* Excellent typing skills

**Qualifications**

* Ten years experience in handling cash/credit card transactions, and check cashing.
* 8+ years customer service experience/clerical experience
* Experience dictating & filing
* Detail oriented; task-focused; self-motivated
* Outstanding time-management, and organizational skills
* Outgoing, positive attitude
* Ability to work independently and/or as a part of a team.
* Dependable.