

TAYLOR BRAZEE

Suffolk, VA 23435 • 757-409-5917 • taylor_brazee@aol.com • WWW: [Bold Profile](#)

Professional Summary

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Accomplishments

Employee of the month in October and November of 2023

Skills

- Interpersonal Skills
- Customer service
- Fast-learner
- Self-motivated
- Efficient multi-tasker
- Microsoft Suite
- Working knowledge of state and federal law
- Soft skills
- Detail-oriented
- Highly organized
- Filing systems
- Outstanding active listening skills
- Computer and typing proficiency
- Critical thinking
- Time management

Work History

Volunteer, 08/2024 to 12/2024

American Red Cross – 611 W Brambleton Ave Norfolk, VA 23510

- Assisted with special events and programs.
- Maintained clean, neat, and operational facilities to serve program needs.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Represented organization positively and professionally while providing community with much-needed services.
- Communicated with staff members to stay informed about volunteer opportunities and events.
- Organized workflow and delegated tasks effectively to ensure timely project completion without compromising quality.

Office Specialist, 06/2024 to Current

Hampton Police Division – Hampton, VA

- Provides administrative, clerical, technical and personal computer support service to staff members. Processes and/or types correspondence, documents, reports, forms, insurance mail and memos. Maintains departmental/division files.
- Answers telephone and greets visitors. Refers visitors, phone calls and questions to the appropriate staff member. Maintains sign-in logs if required.
- Researches, compiles and edits information. Files and retrieves a variety of documentation. May perform simple analysis and prepare basic reports.
- May assist in the planning and implementation of events. Schedules and maintains calendars (e.g. programs, rental of rooms, shelters).
- May order and maintain total inventory of purchases for accurate inventory supply tracking. May prepare and monitor on-line procurement forms to include purchase orders and requisitions. May monitor budget expenditures.
- May operate cash register and account for monies received according to established departmental and City cash handling policies.
- Performs other related duties as required.

Information Clerk, 04/2022 to 03/2024

Hampton Police Division – Hampton, VA

- Assists and directs citizen inquiries requiring police responses through the use of the Computer-Aided Dispatch System (CAD).
- Formats entries into the computer for the Virginia Criminal Information Network (VCIN) and/or the National Criminal Information Center (NCIC) for information such as stolen property, runaway juveniles, missing persons, etc.
- Responds via the computer to other agencies requesting verification of wanted persons or stolen property.
- Handles officer's requests for record, DMV, warrant and other information requests over the police radio.
- Enters and maintains information on vehicles towed in the city.
- Records and maintains files and warrants for easy access.
- Issues Uniform Traffic Summonses and Parking Ticket books to patrol officers for evening and night shifts.
- Assists Uniform Patrol in documentation of minor criminal offenses in the Incident Based Reporting (IBR) System.
- Performs other related duties as required.

Sterilization Technician, 09/2020 to 05/2021

Hatcher & Frey Orthodontics

- Sterilized and disinfected dental instruments to prevent growth of bacteria on instruments and surfaces, using American Dental Association protocols.
- Prepared trays with standard dental instruments to promote quick turnover from one patient to next, including periodontal probes, air water syringes and dental elevators.
- Operated and maintained steam autoclaves by using distilled water, checking for leaks and cleaning air traps and water sensors.
- Anticipated the needs of the assistant and handed over instruments and supplies during procedures.
- Completed detailed models of patients' mouths to create accurate devices.
- Sucked down retainers using a dental vacuum forming machine and polypropylene or polyvinyl chloride (PVC) material, cut the retainers out then smoothed/sculpted them.

Call Center Customer Service Representative, 06/2020 to 08/2020

MileOne Autogroup

- Directed calls to the appropriate contact
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Responded to customer comments/complaints

Family Nanny, 06/2018 to 08/2019

Mr/Mrs. Brannin

- Offered positive and nurturing environments to support child social and emotional growth
- Balanced playtime and limited screen time to optimize types of stimulation and support development of fine motor, gross motor and cognitive skills
- Involved children in caring for household pets and chores
- Bathed, dressed and helped with teeth brushing to promote healthy personal hygiene and good oral health
- Performed light housekeeping duties, such as dusting, mopping and sweeping to keep household efficient and neat

Cashier, 10/2016 to 04/2018

Harris Teeter

- Checked identification for proof-of-age and refusing alcohol and tobacco sales to underage customers.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Processed POS transactions, including checks, cash and credit purchases or refunds.

- Checked prices for customers and processed items sold by scanning barcodes.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Operated cash register for cash, check and credit card transactions with 100% accuracy.
- Answered questions about store policies and concerns to support positive customer experiences.

Sales Associate, 07/2015 to 03/2016

Underground By Journeys

- Maintained records related to sales, returns and inventory availability
- Increased sales by 10%
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise
- Trained and developed new sales team associates in products, selling techniques and company procedures
- Applied security and loss prevention training toward recognizing risks and reducing store theft
- Tracked stock using company inventory management software
- Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites
- Prepared merchandise for sales floor by pricing or tagging
- Engaged with customers to effectively build rapport and lasting relationships
- Answered customer questions regarding sizing and accessories and explained how to properly care for merchandise

Seasonal Maid , 06/2014 to 08/2014

Supreme Clean

- Offered deep cleaning expertise to clients in need of extra support
- Restocked room supplies such as facial tissues for personal touch with every job
- Established and maintained clean and comfortable environments in buildings by vacuuming, cleaning windows and dusting
- Cleaned bathrooms and kitchens with sanitizing products to prevent spread of germs and reduce likelihood of illness
- Slid beds, sofas and furniture aside to wipe down baseboards and remove dust and dirt from hard-to-reach areas
- Engaged with guests on room requirements and amenities to promote overall satisfaction

Seasonal Assistant, 06/2013 to 08/2013

Sunsations Beach Store

- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels
- Assisted maintenance team with organizing and cleaning warehouse, stockroom and store near shift close
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service

Education

Bachelor of Science: Management, Expected in 12/2024

Old Dominion University - Norfolk, VA

Health Services Administration

Associate of Science: General Studies, 12/2019

Tidewater Community College - Portsmouth

- Graduated cum laude
- Dean's List spring semester of 2019 and summer semester of 2019

High School Diploma: 06/2017

Western Branch High School - Chesapeake, VA

- Member of DECA Club
- Coursework in marketing
- Graduated with honors

Certifications

VCIN/NCIC certified