

# KEVIN D. BROWN

## 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.

## CONTACT

**Address:** Montgomery, AL 36107

**Phone:** 3343492357

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## WORK HISTORY

**Chef, 07/2023 to Current**

**Marriott Prattville Oak Tavern - Prattville, AL**

- Oversaw grill, stove, and oven, and cleaned equipment after every shift.
- Placed orders to restock items before supplies ran out.
- Handled and stored food to eliminate illness and prevent cross-contamination.
- Prepared meals from scratch using authentic, popular recipes to generate repeat business.

**Driver, 04/2023 to 07/2023**

**TRIO Community Meals - Selma, AL**

- Responsible for properly temping food upon delivery to senior centers to ensure safe consumption.
- Delivered meals to senior citizens and on time and in excellent condition.
- Followed proper safety procedures and protocols while loading, unloading and operating company van.

**Technical Support Advisor, 01/2023 to 04/2023**

**Kelly Connect - Remote**

- Served as primary point of contact for triaging technical issues.
- Reviewed technical guidelines to verify compliance with information security standards and best practices.
- Enforced use of prescribed technical procedures, designing monitoring protocols to confirm compliance with guidelines.
- Managed over 50 customer calls per day

**Patient Transportation Coordinator , 06/2022 to 12/2022**

**American Customer Care - Remote**

- Dispatched timely transportation of diverse clients to healthcare facilities.
- Coordinated travel routes for independent drivers using Veyo technology
- Scheduled most effective mode and routing for client appointments while handling high call volume.

**Education Specialist, 05/2021 to 06/2022**

**Selma Aids And Information Referral - Selma, AL**

- Implemented programs to engage community in HIV education through classroom lectures and community events, and testing
- Created content for social media such as live Q&A and community events
- Prepared and led support groups for clients.
- Developed open rapport with clients, encouraging sharing of questions and concerns.

**Social Studies Teacher, 08/2020 to 05/2021**

**Dallas County School District - Selma, AL**

- Maintained awareness of relevant current events and quickly incorporated study into the curriculum.
- Educated students regarding national and global social issues and influencing factors.
- Created lesson plans and made adjustments based on overall class performance throughout the year.
- Established and supported a positive educational environment for student learning.

## SKILLS

- Critical Thinking
- Calm and Professional Under Pressure
- Problem-Solving Ability
- Strategic Selling
- Customer Service

**Fragrance Sales Associate, 05/2018 to 04/2020****Macy's - Atlanta, GA**

- Applied extensive knowledge and training on perfume and scent products to educate prospects and customers.
- Demonstrated products to help customers make purchasing decisions on perfumes and fragrances.
- Utilized well-honed interpersonal and people skills to approach customers, engaging in conversation to promote products.
- Ranked among top sales performers, averaging over \$100,000 sales annually

**Fragrance Counter Manager, 06/2017 to 04/2019****Nordstrom - Atlanta, GA**

- Establish relationships with vendors and fragrance ambassadors
  - Promote and attend events for fragrance houses such as Creed, Tom Ford, and English Laundry.
  - Arranged merchandise to present visually appealing displays and attract clientele.
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**EDUCATION****MBA, General Management , 05/2023****Faulkner University** - Montgomery, AL**Bachelor of Science, Communications , 12/2010****Kennesaw State University** - Kennesaw, GA

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