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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Brooke**  **Hayhurst**     |  |  | | --- | --- | |  | brooke@inklighten.com | |  | 678-687-4981 | |  | Atlanta, GA 30030 | | | **Skills**   * Meticulous Organization * Collaborative Leadership * Dynamic Problem-Solving * Incident Report Writing * Concise Communication * Engaging Customer Service * Critical Thinking Prowess * Self-Motivated   **Education**  Georgia State University  Atlanta, GA • 12/2024  *Bachelor of Science* : Biology   * Relevant Coursework: Neuroscience Research & Microbiology * Hope Scholarship: Scholarship Recipient * Extracurricular Activities: Medical Mission's Trip to Valladolid, Mexico   Grady EMS Academy  Atlanta, GA • 01/2021  *Emergency Medical Technician*  College Preparatory High School  Lilburn, GA • 05/2017  *High School Diploma*   * National Honors Society Member * GPA: 3.75 GPA * Elected Captain of Varsity Volleyball and Basketball Teams * Elected to Vice President for Junior Class in 2016 * Awarded Annual Leadership Award   **Certifications**   * Emergency Medical Technician (EMT) - National Registry of Emergency Medical Technicians (NREMT). * Basic Life Support - American Heart Association (11/24) | | |  | | --- | | **Professional Summary**  Experienced professional with a proven track record of strong leadership, critical care, and creative problem-solving skills in high-pressure situations. Highly collaborative team player who easily adapts to changing circumstances and fuels the efficiency and success of others. Empathic and cause-driven individual deeply passionate about serving underserved populations and driving community health initiatives. Possesses proactive observation skills and excels in producing excellent medical documentation for legal purposes, all while remaining committed to achieving optimal outcomes for individuals. Recognized for reliability, quick decision-making, and impactful written and oral communication abilities. | | **Work History**  About Face Skin Care – Front Desk Associate  Snellville, GA • 01/2025 - Current   * Identified opportunities for process improvements, streamlining account management operations. * Coordinated patient scheduling, check-in, check-out and payments for billing. * Balanced daily cash drawers meticulously; reconciled any discrepancies and prepared accurate reports for the accounting department. * Streamlined front desk operations for increased efficiency and improved customer service. * Managed high call volume with exceptional telephone etiquette, resulting in positive feedback from guests. * Handled sensitive guest information with discretion, adhering to strict data privacy guidelines set forth by the company. * Resolved guest complaints promptly, fostering an atmosphere of understanding and goodwill.   Barrow Bookkeeping – Bookkeeping Assistant  Remote • 12/2024 – Current   * Implemented efficient and meticulous filing systems for easy access to important financial documents, improving overall organization within the department. * Improved financial accuracy by maintaining organized and up-to-date financial records. * Streamlined bookkeeping processes and assisted bookkeepers for their personal increased efficiency and time management. * Oversaw the creation of compelling marketing materials, including brochures, presentations, and social media content.   Creative Content Writer – Self-Employed  Remote • 01/2024 - Current   * Streamlined company messaging by developing consistent voice and tone across all channels and materials. * Contributed to company’s thought leadership efforts through the curation of insightful articles for external publications or guest blogging opportunities. * Enhanced digital presence by developing and executing comprehensive social media strategies. * Increased online readership by utilizing SEO techniques in article writing and publishing. * Continuously updated industry knowledge and best practices, staying current with trends by interviewing service providers.   Grady Memorial Hospital - EMT  Atlanta, GA • 01/2021 - Current   * Served the city of Atlanta's community in the 911 operations division of Grady EMS * Demonstrated strong decision-making abilities in determining the most appropriate course of action for each unique situation encountered in the field * Upheld legal compliance standards by adhering to established protocols regarding documentation, treatment procedures, and communication practices within the EMS system * Promoted community health by participating in public outreach initiatives such as CPR classes and first aid demonstrations   Boxcar Atlanta - Server  Atlanta, GA • 01/2022 - 09/2022   * Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality. * Worked with POS system to place orders, manage bills, and handle complimentary items. * Addressed customer complaints or concerns professionally, ensuring swift resolution and maintaining positive relationships.   Killian Hill Christian School - Substitute Teacher  Lilburn, GA • 01/2019 - 01/2022   * Followed classroom plans left by class teacher to continue student education and reinforce core concepts * Repeatedly requested as substitute teacher by teachers based on excellent past referrals and trusted performance * Consistently engaged in the learning process of students ranging from K5-12th while teaching English, Biology, and Math   Killian Hill Christian School - Coach  Lilburn, GA • 01/2019 - 01/2022   * Promoted sportsmanship values among athletes, fostering a positive competitive atmosphere within the team environment * Effectively managed and instructed high school volleyball and basketball teams with leadership and experience * Efficiently managed skill instruction, travel arrangements, player/parent communication, alongside the overall responsibility of the well-being of the players   The Cheesecake Factory - Hostess  Greenville, SC • 01/2018 - 01/2019   * Warmly greeted and efficiently coordinated seating of guests using an electronic table management system * Consistently utilized problem solving, multitasking, and priority management skills to responsibly communicate with managers, servers, and cooking staff * Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service   LA Fitness - Front Desk Receptionist  Peoria, AZ • 10/2017 - 12/2017   * Energetically greeted guests while proactively handling account administrative tasks, such as applying payments, updating billing or contact information, and completing the enrollment process * Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees * Displayed exemplary communication skills both in person and over the phone   ThyssenKrupp Elevators - Internship  Atlanta, GA • 05/2017 - 08/2017   * Collaborated with an internal service management team while utilizing the ServiceNow platform to create, format, and organize informative articles for the company related to process and production * Adhered to management goals, deadlines, and protocols to positively impact and significantly improve internal communication, processes, and outcomes * Applied established research and organizational skills, writing accessible, engaging and informative content with audience and team objectives in mind   Berens Frozen Custard - Server  Athens, GA • 01/2017 - 08/2017   * Provided quality experienced for loyal customers of a family-owned business * Multitasked while handling customer questions, preparation of orders, and payments of customers on a cash register * Responsibly worked the closing shift and reported directly to the owner   **Volunteer work**   * Participated in two humanitarian mission trips to Peru, South America that aided an orphanage and building of homes for needing individuals. (2015, 2017) * Part of a medical mission's trip to San Lucas Hospital in Valladolid, Mexico. Assisted surgeons in operating room for elective procedures, participated in triage tents in local villages, assisted primary and mid-level providers in direct patient care within make-shift clinics. (2018) * Volunteer as a mentor at youth group to teenagers in small group settings of varying backgrounds. (2021-present) * Serve in leadership on worship team preparing set lists, organizing rehearsals, and sending out weekly communications to team members. (2022-present)   **Languages**   |  |  |  | | --- | --- | --- | | English    Native or Bilingual |  |  | |   **References**   * Chris Best, Direct Supervisor, 404-616-1306, Grady EMS * Dorothy Grace Barrow, CPA, 770-330-6528, Barrow Bookkeeping * Doug Dawson, Principal, 678-492-4744, Killian Hill Christian School * Sharon Daughtery, Documentation Supervisor, 678-358-4472, ThyssenKrupp Elevators |
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