

ALAYNA BROWN

801-500-1333 • Alayna121brown@gmail.com • Loganville, GA • [Alayna Brown | LinkedIn](#)

SKILLS & CERTIFICATIONS

Consumer Banking & Finance Skills:

- Efficient and Effective in Generating Sales
- Financial Concepts
- Customer Regulations Law

Professional Communication:

- Grammar
- Presentation
- E-mail etiquette
- Summaries, Letters, Reports
- Meeting Minutes
- Analyzing Data

Technical:

- MS Office 2016 (Excel, Word, PowerPoint, Outlook)
- POS System
- TOAST Systems
- Google Suite (Docs, Drive, Slides, Gmail)
- Zoom
- Schoology
- Microsoft Teams
- Genie
- Salesforce
- WebEx

Languages:

- English (Fluent)
- Spanish (Intermediate)
- American Sign Language* ASL (Novice)

PROFESSIONAL EXPERIENCE

E*TRADE From Morgan Stanley

Client relationship manager

Alpharetta, GA

January 2023 – Present

- Efficiently communicated over the phone to build rapport and assess customers' financial needs.
- Process 12-20 virtual transactions per hour with exceptional attention to detail, including service to client accounts via Genie.
- Transfer and refer clients to appropriate specialists to explain and sell banking products requiring a license or specialized support.
- Verified successfully and Assisted clients with financial request such as ATM limits, withdraws, balances, disbursements, contributions, check, wires, and transfers in account.

RGIS- WIS IVS, LLC

Inventory Specialist

Salt Lake City, UT

February 2021 – August 2021

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- Accurately counted inventory and data collection with Eyoyo Inventory Scanner.
- Informed management of inventory that was miscounted, scanned errors, and general issues; provided final reports.
- Achieved or surpassed the company's inventory expectations and goals.
- Obtained a record of 4,000 items counted within 12 hours, promotion to Inventory Specialist.
- Organized the Soft Line flow accordingly and accounted for over 1,500 items, promptly each day.

Jerimiah's.

Host / Moderator

Ogden, UT

November 2019 – June 2020

- provided great customer service by creating a warm and welcoming atmosphere for each customer. Sat over 100 customers daily resulting in 100% customer satisfaction.
- Fairly distributed customers to servers. Received excellent feedback from each server.
- Prepared over 25+ online and phone orders for pick up each day.
- Assisted with decorations and surveillance of the gift shop.
- Reorganized and restocked sales items.
- Reconciled 2,000 net sales for the day. Coheres to cash policies and procedures to minimize losses.

EDUCATION

Year Up, Atlanta, GA

October 2022 – October 2023

Year Up is an intensive career development program with 250 corporate partners, college-level courses (ACE accredited), professional training, and a six-month internship.

- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Consumer Banking and Financial Operations
- Earned up to 31 college credit recommendations through ACE CREDIT

Ogden High School

Degree.

Ogden, UT

May 2019

- Hope Squad: Nominated to prevent suicides while helping uplift the students.
- Captain of OHS basketball team, also volleyball, softball, theater, auto shop, manager of football team.
- GPA: 3.4

Relevant coursework:

- Financial Literacy (A)
- Basics Microsoft (A)
- Spanish I & II (A)

ADDITIONAL PROFESSIONAL EXPERIENCE:

Rudy Tuesday

Server

Loganville, GA

October 2022 – August 2023

C&S

Lawrenceville, GA

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Beauty Consultant *February 2022 – February 2022*

Cosmos Pizza/ Bar **Lawrenceville, GA**
Cashier/ hostess *March 2022 – May 2022*

KG Adventures LLC. **Lawrenceville, GA**
Cashier/ server *February 2022 – April 2022*

Amazon **Ogden, UT**
Packager *July 2021 – July 2021*

Harneet D Inc. **Ogden, UT**
Truck Lot Attendent *February 2021- May 2021*

7-Eleven **Ogden, UT**
Sales Member *August 2020 - March 2021*

SFN Group, Inc. **Ogden UT**
Staffing Agency *October 2019 – May 2020*

Walmart **Ogden, UT**
Back Office packager *Not recorded - June 2020*