**Brittanie C. Mack-Brewster**

4619 Ivy Rose Drive

Knoxville, Tennessee 37918

(865) 742-3188

Email: [brittanie\_mack@yahoo.com](mailto:brittanie_mack@yahoo.com)

**Education:**

August 2013-December 2017

Studied Communication Information

Studied English

University of Tennessee, Knoxville

May 2013

General Studies

Pellissippi State Community College, Tennessee

May 2010

High School Diploma

Farragut High School, Tennessee

**Related Coursework:**

Communication Studies

Social Media Writing

Communication Information I and II

Advanced Public Speaking

African American Literature

Various English Classes

Journalistic Writing

Newspaper and Magazine Editing

Electronic Media

TV and Radio Broadcasting

Intercultural and Multi- linguistic Communications

**Work Experience:**

October 11, 2021 -

*Administrative Assistant, Physical Sciences Directorate*

Oak Ridge National Laboratory, Oak Ridge, TN

Various duties include:

* Assist managers in managing communications through access and response to email requests action.
* Assist in managing meetings, including establishing priorities and resolving scheduling personnel, conference rooms, vehicles, and other resources.
* Assist the manager with the recruiting and hiring process, including coordination of interview schedules, site access and onboarding.
* Assist managers and staff in coordinating visits, including coordinating travel according to ORNL guidelines, coordinating site access, and setting and managing agendas and seminars.
* Manage information flow and communications with external and internal contacts including setting up appointments and calendar invitations.
* Prepare and review a variety of written materials per company policy and guidelines.
* Coordinate and prepare domestic and international travel requests, including reservations, conference registration, transportation, and expense settlement according to ORNL guidelines.
* Plan and coordinate on-site and off-site meetings, workshops, conferences and relates services.
* Maintain a consistent, reliable work schedule during core hours to meet needs of staff.
* Maintain a professional office atmosphere; greet and receive visitors (in person and over the phone) in a professional, courteous manner.
* Exercise discretions with confidential matters.
* Establish and main effective working relationships with internal staff members and external contacts. Create, implement, and maintain filing systems and databases as required, and keep filing current for the group using Sharepoint or Confluence.
* Work on multiple tasks in a limited amount of time in a fast-paced environment.
* Set priorities appropriately, anticipate need and requests, and be able to meet changing deadlines.
* Maintain DOE directives/standards and training requirements.
* Create requisitions and purchase orders based on appropriate ORNL guidelines.
* Establish priorities and resolve scheduling of personnel, conference rooms, vehicles, and other resources.
* Assist with special projects and assignments as needed.

September 5, 2018 – October 8, 2021

*Office Coordinator II*

Coca – Cola Consolidated, Knoxville, TN

Various duties include:

* Coordinates pre-employment physical testing (where applicable) and processes pre-employment background checks and drug screens.
* Creates new ID Badges and sets-up access to building and logs the information into the facility security system.
* Coordinates with other Administrative staff in scheduling ID Badge pictures.
* Ensures completion of hiring-related documentation, assisting teammates with completion of new hire documentation and related system entries.
* Inspires the teammate onboarding experience including benefit and company services introduction.
* Provides teammate services including but not limited to work and time off scheduling, management of the timekeeping system, ensuring facility and badge access, and issues are resolved.
* The focal point for a broad spectrum of employee (and spouse) questions for problem resolution and often serves as a liaison to department leaders on a wide array of employee relations issues.
* Verifies and completes weekly payroll, submit some variable compensation requests and over/shorts, and researches other pay-related matters.
* Facilitates teammate master data changes to ensure that information is accurate, and employees are paid appropriately
* Procures location supplies which often include but are not limited to office, janitorial, Point of Sale materials, customer promotions, first aid replenishment, break room, and work-related equipment/handling supplies.
* Codes and submits invoices for payment.
* Procures temporary labor as required.
* Coordinates meetings and events for internal and external groups (scheduling, catering, room setup, etc.)
* Facilitates and/or schedules facility or system repair requests as required.
* Maintains the site security system which includes ensuring badge access and related security equipment (cameras, fire alarms, sprinklers) are operational and related system documentation is current.
* Maintains a security access log which often includes maintaining alarm codes, key issuance, safe access, and specific access privileges.
* Researches and provide analysis on P/L queries, other financial variances, and status of invoice payments.
* Maintains OSHA and other safety-related documentation and logs.
* Ensures teammates are set up in the company E-learning management solutions while ensuring other special compliance documentation requirements (Department of Transportation, Safe Quality Food, MSDS, and others) are maintained and current.
* Often provides administrative support to location safety committees and ensuring the follow-up to tasks related to accidents
* Facilitates location Transitional Return to Work assignments and related requirements.
* Often serves as primary liaison with Corporate Risk Management Team and TPA.
* Performs general administrative duties such as mailing/shipping of materials, places and facilitates teammate drink orders, maintains legal postings in the facility, and creates/publishes needed employee communications.
* Provides technical support for company equipment and assets where necessary and coordinates with the IT Team for advanced needs.
* Handles all incoming calls to the switchboard, greets and directs visitors and guests to the facility, performs multiple public, vendor, and teammate contact duties to ensure that proper destination is reached.
* Maintains records, verifies the accuracy, and generates miscellaneous reports.
* Performs a variety of clerical duties to assist in supporting the facility and employees.
* Provides employee relations and internal customer services to promote positive relations throughout the facility.
* Supports the Company Stewardship Programs and Events as needed which can include communications, meetings, and community outreach, and product donations.
* Provides training and backup coverage for other Admins as required and other duties as assigned.
* Working knowledge of Microsoft Office Productivity tools.
* Prior experience in customer service or a work environment performing administrative, clerical, and receptionist duties.
* Handles sensitive information in a confidential manner.
* Verbal and written communication skills.
* Critical reasoning skills and relationship building.
* Working with the DOT concerning the Distribution, Equipment, Logistics and Sales departments.
* Creating planograms and shelf toppers for the Sales Team.
* Design and create ideas and incentives to boost morale.
* Being a positive and responsible leader.
* Being a friendly face for those that see me as they walk in.
* Project management skills; detailed oriented and sense of urgency.
* Knowledge of SAP, Kronos, Success Factors, Accurate, HireRight and CareerBuilders
* Experience in providing Human Resource support such as Payroll, Administration of Benefits, New Hire Orientations and Applicant Processing
* Able to perform multiple tasks in a fast- paced environment
* Flexible schedule

May 2018 – Present

*Interim President of the Music Department*

Children of God Ministries, Knoxville, TN

Various duties include:

* A working knowledge of music fundamentals.
* Ability to play an instrument, preferably piano.
* Have a good ear for pitch and rhythm.
* Understanding of how to create balance for a choral ensemble.
* Working knowledge of basic vocal fundamentals, choral techniques and be able to instruct singers in them.
* Working knowledge of conducting, including expression, attacks and releases, cueing and beat patterns.
* Working knowledge of English diction as it applies to choral singing.
* Working knowledge of the organ and the ability to help the organist effectively accompany and support the choir during rehearsals and/or rehearsals.
* Supporting the Pastor’s engagements in the city and abroad.

January 2017 – Present

*Church Secretary*

Children of God Ministries, Knoxville, TN

Various duties include:

* Serve as an active and faithful member in support of the ministry.
* Serve in the following auxiliaries: Women’s Department, Leadership Team and Music Department.
* Responsible for minutes and archives for departments.
* Keep church files current.
* Send out reminders concerning various auxiliary meetings.

June 2012 – September 4, 2019

*Food and Beverage Manager*

Gettysvue Polo, Golf & Country Club, Knoxville, TN

Various duties include:

* Member of the Advisory Board and Membership Team
* Directs and oversees all aspects of the organization’s food and beverage planning and service
* Create menu plans and costs per quarter
* Preparation and presentation of food and drinks
* Adherence to quality and safety standards
* Plan, coordinate and oversee special events,
* Identify marketing opportunities to promote food and beverage products
* Provide input to strategic decisions that affect the function area of responsibility
* Input into developing the budget
* Capable of resolving escalated issues arising from operation and requiring coordination with other departments

May 2010 – May 2012

*Brand Ambassador*

New York and Company, Knoxville, TN

Various duties include:

* Responsible for facilitating seasonal floor displays
* Track and generate reports on competitors’ marketing activities
* Provided feedback to the marketing and product departments regarding customers’ insights and questions
* Use analysis skills and preference tracking to suggest advertising and positioning concepts
* Work trade shows as a spokesperson for the company
* Network and gain the trust of potential customers and partners
* Serve as the face and voice of the company
* Build brand recognition and successfully promote products and services
* Effectively communicate and engage with customers, online and offline, to increase brand awareness and add new sales opportunities
* Possess an engaging, outgoing, approachable personality
* Possess a passion for meeting new people

References Available Upon Request