

5907 Sandy Point Rd
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BRIANNA D. TOLSON

OBJECTIVE Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in a new position within the business and customer service industry.

SKILLS & ABILITIES

- Team oriented with strong integrity and a positive attitude
- Strategic sales knowledge and inventory management
- Effective written and verbal communication skills
- Ability to organize and plan efficiently to keep track of timelines and deadlines
- Strong organizational skills with a strong attention to detail
- Works well in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

EXPERIENCE **INTERN- VCU HEALTH FAMILY MEDICINE & PEDIATRICS AT WARSAW**
09/2024- PRESENT

- Development of assisting/greeting patients in a professional and respectful manner
- Development of experiencing the healthcare field profession
- Communicating effectively using words patients can understand.
- Using excellent customer service skills
- Development of communication skills, critical thinking skills, teamwork skills, and adaptability skills
- Answering the telephone to assist patients needs and discuss relayed messages to co-workers.
- Scanning documents into patients my-chart
- Handling scheduling task such as new follow-up appointments, rescheduling, or canceling appointments

BALLS LANDSCAPING LLC- PAYROLL CLERK

08/2020- PRESENT

- Process employee's paychecks by collecting their payroll data and timesheets
- Organize and format the data into an Excel spreadsheet
- Advanced experience in Excel and other Microsoft Offices
- Knowledge and use of U-attend and QuickBooks
- Updates payroll records by entering changes in exemptions and department/division transfers
- Handling payroll for over 200 employees

ATC TAX SERVICES – ADMINISTRATIVE ASSISTANT

06/2019- PRESENT

- Provide administrative support to the CEO in a manner that optimizes efficiency, resources, and client satisfaction.
- Handle calls and scheduling of CEO's appointments.
- Process incoming and outgoing mail and act as first point of contact for clients.
- Manage and maintain document organization and accurate files, electronic and hard copy.
- Set appointments, calls, meetings and manage shared calendars.

BODDIE-NOELL ENTERPRISES INC. – HARDEES

MANGER

08/2017- 06/2021

- Assist customers by answering questions and fulfilling requests.
- Maintain high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety.
- Clean and sanitize work areas throughout hours of operation and at close of business.
- Keep register accurate through correct billing, payment processing and cash management practices.
- Keep supplies in sufficient stock by assessing inventory levels and reporting lower stock items.
- Orchestrate positive customer experiences at all stages by overseeing every area of operations.

- Adhere to performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction.
- Maintain composure and work quality while under stress.
- Learned various work tasks in order to provide skilled backup for diverse roles.

EDUCATION

- Old Dominion University, Bachelor of Healthcare Service Administration- Expected December 2024
- Rappahannock Community College, Associates of Business Administration- May 2021
- Washington and Lee High School- June 2019

ACCOMPLISHMENTS

- Recognized for perfect attendance and received the employee of the month award twice
- During my time of employment, I have been promoted from a cashier, to a crew trainer, a shift leader and was ultimately promoted to my current role as a manager
- Team Leader with over 3 years of successful experience in food service. Recognized consistently for performance, excellence and contributions to success in the industry

LEADERSHIP

- James Farmer Scholar
 - Virginia 529 SOAR Program Scholar
 - Student Organization Developing Attitudes Program
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