

BRAD PHILLIPS

EDUCATION

Bachelor of Arts in English
Walsh University // Canton, OH //
Earned April 2012 //

SKILLS

- People
- Customer service
- Office
- Phone

VOLUNTEER

- **2015 Gay Softball World Series**
- **2015, 2016 Columbus Arts Festival (Festival Ambassador)**

INTERN

- **Massillon Museum (July 2012-January 2013)**
- Worked with Executive Director on exhibit preparation and other museums duties such as mailings and newsletters

WORK EXPERIENCE

February 2019-April 2019

- Assisting dad with medical problems

Customer Support Representative // November 2018-December 2018
Micro Electronics Inc.

- Responded to customer Micro Center product questions on phone
- Provided information on products
- Responsible for up to 100 inbound customer calls each day
- Entered customer call information into online systems

Proctor // Sept. 2016 to Dec. 2016
Walsh University

- Coordinated and scheduled proctoring for students with academic accommodations, including students with disabilities
- Ensured compliance with test instructions and requirements during test proctoring
- Responded by email and phone to professors and students
- Maintained confidentiality

Rater // June 2016 to May 2017
Educational Testing Service

- Evaluated SAT essay submissions against a rubric using online systems
- Delivered high volume of essay evaluations in tight timeframes, exceeding expectations
- Quickly interpreted student writing to draw conclusions and assess essay score

Tutor // Sept. 2013 to May 2016
Walsh University

- Supported students in developing proficient writing skills
- Offered meaningful feedback and recommendations to improve student writing through consultation and ongoing follow up (utilizing Outlook, Microsoft Word comments and review features)
- Greeted students, professors, and university staff, received phone calls, and provided general administrative support
- Identified resources, additional explanation, and feedback to meet student needs

Online Adjunct TA // June 2012 to Aug. 2012
Ashford University

- Graded and provided feedback on student responses in online English course
- Responded to student questions