

## Tyra Westbrook

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### **EDUCATION**

Associate of Arts in Art May 2022

Cedar Valley College – Lancaster, TX

Accelerated Graduation: Completed degree in 2.5 years through high school acceleration program

Bachelor of Arts in Business Management December 2024

Texas Southern University – Jesse H. Jones School of Business – Houston, TX

**Relevant Coursework:** Principles of Management, Marketing, & Accounting

### **EXPERIENCE**

**Team Member-** Soulman's BBQ, Cedar Hill, TX April 2020 - February 2022

- Provided efficient customer service in extremely fast paced environment
- Met customers' needs by processing orders accurately and within limited time frame
- Followed corporate guidelines to ensure sales goals and quotas were maintain and surpassed

**Paid Full-time Intern** – Tarrant Appraisal Review Board, Fort-Worth, TX May 2023 -August 2023

- Achieved five hundred to six hundred form entries daily
- Efficient hearing scheduling at a timely manner
- Allowed me the opportunity to practice my call service skills

**Seasonal Delivery Station Associate** – Amazon, Mansfield, TX June 2024 - August 2024

- Loading conveyor belts
- Stage and transport deliveries to be picked up by drivers
- Ensuring that products are delivered on time and in proper condition

**Temporary Student Contact Specialist**– Rise Point, Texas, United States October 2024 - Present

- Utilized CRM software to track customer interactions and maintain accurate records
- Efficiently handled a high volume of inbound and outbound calls, resolving customer inquiries and complaints
- Provided excellent customer service by actively listening, empathizing with customer concerns, and offering timely solutions

### **ACTIVITIES and COMMUNITY SERVICE**

**Entrepreneurship Club Vice President, Texas Southern University, Houston, TX**

- Providing others the access to resources, events, and networking opportunities to start and expand their businesses
- Planned, organized and implemented events for members

**Member of Sigma Gamma Rho Sorority Inc, Texas Southern University, Houston, TX**

- Contributed to community service initiatives focused on improving the Greater Houston Area

- Developed strong leadership, teamwork, and communication skills through participation in various community service programs

**Treasurer of Planned Parenthood Next Generation, Texas Southern University, Houston, TX**

- Track of financial records for the organization
- Planned and implemented fundraisers to raise money for the organization

**SKILLS**

**Computer:** Outlook, Microsoft Word, PowerPoint, Excel

**Financial and administrative:** Cash Handling, Budgeting, Data Entry, and Account Management

**Other:** Phone Etiquette, Attention to Detail, and Event Planning

**CERTIFICATION**

**Food Handlers Certification**

December 2022-December 2025

**CPR Certification**

January 2024-Janurary 2026