

SHYRIAH M. MARSHALL

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PROFESSIONAL SUMMARY

Experienced professional seeking opportunities to advance organizations using business knowledge and experience. I have over 10 years of experience with customer service, community leadership, and a wealth of diverse knowledge.

EDUCATION

Walden University
PhD Student, IO Psychology - Present
Leadership & Coaching

Master of Philosophy - 2020
IO Psychology

Peru State College
Master of Science - Organizational
Management (Economic and
Entrepreneurial Development) 2015

Bachelor of Science - Human
Performance and Systems Management
2012

CERTIFICATIONS

University of South Florida
Certificate of Diversity, Equity, and
Inclusion In The Workplace 2021

Peru State College
Certificate of Achievement in
Organizational Development 2014

AFFILIATIONS

Psi Chi, National Honor Society
National Society of Leadership and
Success
Zeta Phi Beta Sorority, Inc.

PROFESSIONAL EXPERIENCE

AAA - THE AUTO CLUB GROUP

Battery & AAR Program Specialist | 2018 - Present

- Work independently with Battery Service Providers reporting data as necessary using Autometrics, third party data, and Excel Spreadsheets. Use data to provide individual training and performance management
- Increased battery sales from 2019 – 2020 by 9.1% in Region 3. Assisted with deployment of MBC-1000 testers and increased full system test rate
- Selected as ERG Support Specialist for the Emerging Professional Groups – led team for raising funds for the United Negro College Fund and assist with various event planning, leadership training, and assist with initiating companywide mentorship program

Emergency Roadside Assistance Supervisor | 2015 - 2018

- Supervised up to 18 customer advocates including handling payroll, absence requests, disciplines, etc.
- Monitored calls for delivery and data accuracy and use for coaching sessions with advocates
- Updated attendance and discipline files along with handled escalation calls
- Enhanced New Hire Training by volunteering to supervise newly hired employees and prepared them for their official roles/teams

Real Time Coordinator - Workforce Management | 2015 - 2015

- Monitored call volume using business specific programs such as ICBM
- Managed schedules for five call centers using IEX and making changes as requested/needed to meet business demands
- Planned and resolved real time issues including monitoring overtime and reporting to call center management and directors
- Worked with management to achieve yearly goals for call handling and staffing

ERS Customer Advocate | 2012 - 2015

- Completed member requests via inbound calls including locating members, entering data, and communicating directly with service providers
- Provided dispatch services using internal systems (D2000, D3, and Maps) to provide member information to contractors for assistance
- Resolved conflicts for members by acting as a liaison between AAA and contracted facilities
- Worked as a peer mentor and assisted new hires with On the Job training

COX COMMUNICATIONS

Technical Support Representative | 2012 - 2012

- Communicated with customers via inbound calls to assist with various technical issues such as issues with cable, phone, and internet
- Assisted customers by troubleshooting technical issues by sending electronic signal to boxes, instructing customers on how to resolve issues and schedule technicians when needed
- Successfully upsold products including phone, internet, and cable services
- Consistently worked overtime to assist during times of company outages