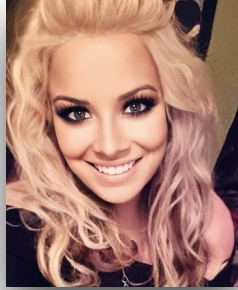


Maeghan L. Brewer

320-979-4914 **Mobile**
mothrofdragons@gmail.com
lawandpharmom@gmail.com
Linkdin: [https://
www.linkedin.com/in/
maeghan-brewer-9b8875294](https://www.linkedin.com/in/maeghan-brewer-9b8875294)



Paralegal (CP), Phlebotomist (CPT), Pharmacy Tech, Customer Srv Rep. (CSR)

To Whom it May Concern:

I am a successful business and legal professional with a proven consistent track record of business start-ups, growth, expansion and stabilization and continued education into different areas of study. I would like to bring my strong background of success to your organization in the capacity of which you deem would be best suited for my talents and skills.

Some of my more valued talents and skills are contributing to the following:

- I am gifted with a finely tuned strategic sense that makes me a value added and innovative as a solution provider, combined with the proven ability to strategize expansion into the important emerging legal markets.
- I also possess a strong commitment to the legal, Phlebotomy, Pharmaceutical, business administrative, and customer service representation. I have resided in and contributed my talents throughout the past few years, interacted with various levels and functions of government, business and consumer, successfully and profitably managed operations of leading business organizations and transcended cultural barriers for both multinational and small business organizations.
- The open-mindedness, adaptability, motivation, business acumen, and entrepreneurial spirit that I possess enables a company to build and maintain profitable relationship with its customers, consumers, vendors, and the working relationship of the business as a whole.
- I have proven over and beyond to past employers of my motivation to improve not only my performance but to help others in need of extra help. I go into each employment knowing that my superior has their own way of running their business and I take pride in perfecting their way of wanting things done. I will prove to be nothing less than a motivated asset to your company and will complete any task set forth to me in a timely and overwhelming perfection of a turn around. My skills and ability to adapt to the way my superior desires will surpass all expectations?.

I hope to be granted the opportunity to become a valued asset to your organization. Thank you for your time, and I assure you that if offered the position, I will go above and beyond to repay your confidence in me for this position.

Sincerely, **MAEGHAN BREWER**

WORK EXPERIENCE

TELEPERFORMANCE/**APPLE**

JUNE 2021-PRESENT
WORK FROM HOME POSITION



Customer service tech advisor for Apple. I have already received my first promotion, being escalated from a entry level IOS tech Advisor to a Mac + Advisor that now handles every Apple IOS or MacOS device that needs Tech services. I have taken many Continuing-education courses whilst at Teleperformance: receiving several Certificates of 100% passage rate on the new skills learned and test taken. All from new Technician Techniques to Customer Handling and Computer operating software system platforms.

- EFFICIENT: Efficient: Adapt to handling various calls hourly, within minutes of each other daily. While consistently resolving client issues in a short time span expected. Troubleshooting, multi-tasking, hostile customer resolution, diagnose issue and placate. Escalation when needed and logging TS and Noting Client details and issues simultaneously. My AHT is between 9-17 minutes. My AHT is at an average of 0.8%, (I don't use hold unless it's necessary. My Customer Surveys are at a high 97.6% this month, and peer feedback is at 91.2%. My overall STATS monthly are over average. I received a promotion with Teleperformance/Apple after only 4 weeks into Production, with a raise.

- Handle between 20 % 40 calls per day on average with a total of aprox 400-600+ customer interactions per month, gassing incredibly rapid knowledge with each call and each ingestion logging. Giving detailed, personalized, professional, friendly. Understandable, sympathetic & polite service to ensure customer satisfaction and continued being valued customers. With the company I represent Memorized all company products and services, training, troubleshooting techniques, logging software. Hardware, and proper company expectations from me for each interaction. To be able to answer all customers questions quickly, efficiently, and make relevant, professional and upsells and tech support and producing repair options available with appointments made or mail- in services initiated.

- Receive source information and proper and required data such as customer names, Apple IDs, Emails, addresses, phone numbers, credit card information, and enter data into various customer service software depending on the company in activity operating my support at.

- - Help to Train and Mentored new-hire employees in customer service script recitation, conflict resolution, and data entry/proper logging practices

Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers and supervising, HR, or Team meetings

ASURION CALL CENTER/AT&T & DIRECT TV

MERIDIAN, MS
MARCH 2016-AUGUST 2018

with 4+ years in call centers and hospitality services. I used these skills outside this employment

- Efficient: Adapt to handling various calls hourly, within minutes of each other daily. while consistently resolving client issues in a short time span expected. Troubleshooting, multi-tasking, hostile customer resolution, diagnose issue and placate.

Professional Experience CALL CENTER REPRESENTATIVE

- Handle 50+ customer interactions per day, giving detailed, personalized,

friendly & polite service to ensure customer retention

- Memorized all company products and services to be able to answer all

customer questions quickly and efficiently, and make relevant upsells • Receive source data such as customer names, addresses, phone numbers,

credit card information, and enter data into various customer service

software

- Conversational in Spanish (able to meet all customer service requirements

with Spanish speakers)

- Trained 3 new employees in customer service script recitation, conflict

resolution, and data entry practices

- Able to set up laptop, headphones, microphones, Skype, or any other chat

client service to converse with customers

SELF, JACOB & KIERONSKI LAW FIRM, PARALEGAL MERIDIAN, MS

OCTOBER 2013-2014

Legal litigation. Briefing clients. Enrolling new clients. Tracking hourly billing rates. Drafting legal paperwork. Filing legal paperwork

with the courts. Appearing in court as a legal aid. Mastering several new computer software systems. Keeping constant contact with, new, potential and veteran clients. Etc

Support attorneys and paralegals by performing administrative, clerical and accounting functions. Handle client relations; administer payroll; manage A/P and A/R; maintain firm's calendar; and produce documents involving litigation, contract agreements, by-laws, briefs, memorandums of law and affidavits.

Key player in providing excellent client service and ensuring smooth internal operations. Contributions:

- Introduced color-coded system that made docket calendar more effective and user friendly.
- Resolved 6-month billing backlog, bringing all accounts receivable (A/R) up to date.
- Managed a range of confidential records, processes and documents throughout legal proceedings such as litigation, settlement negotiations, depositions, divorce and criminal matters.
- Coordinated logistics and document preparation for court proceedings and meetings. Effectively managed high-volume workload of word processing assignments and court filings.
- Improved the organization and security of both paper and computerized files. Implemented new systems and safeguards to protect confidential client information and firm records.
- Ensured prompt responses to phone/email inquiries and displayed professionalism in all client interactions.

Andersons Regional Medical Center, Meridian MS Internship for Phlebotomy 2010

- Maintain medical records. *teach medical procedures to healthcare personnel
- Collect biological specimens from patients
- Practices proper patient identification identification
- Collect blood samples from patients. * Bio safety and waste mgt
- Venipuncture * Preparing patients before drawing procedures

- Drawing blood. * Explaining procedures to patients
- Infection control. * Inserting needle for collecting blood

Maintain medical records. Related occupations. Monitor patients to detect health problems. Related occupations. Transport biological or other medical materials. Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions. Responsible for drawing samples of blood and preparing them for testing. Common tasks and duties include: Explaining procedures to patients, Comforting patients that might be nervous about needles, Taking blood pressure, pulse, and respiration readings
Drawing blood, Applying bandages after blood is drawn, Sending blood, urine, or fecal samples to the lab for testing, Sterilizing equipment and cleaning workspaces, Updating patient medical records

EDUCATION

GRADUATED HIGH SCHOOL: CLARKDALE HIGH SCHOOL

COLLEGES

ANTONELLI UNIVERSITY: PRE-LAW _____ >

ALABAMA STATE UNIVERSITY (Insurance)

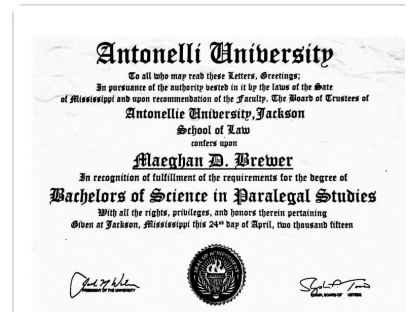
PENN FOSTER COLLEGE. (Customer Service Relations/Business Management)

EAST MISSISSIPPI COMMUNITY COLLEGE. (Psychology/Sociology/Spanish)

MERIDIAN COMMUNITY COLLEGE (Phlebotomy)

DEVRY UNIVERSITY

US CAREER INSTITUTE (Pharmacy Technician)



AWARDS & RECOGNITIONS

Dean's List 2 years in a row

May 2004

Received The Deans List Award 2 years in a row for high GPA in all classes

Access Achievements award

December 2006

Received at East Mississippi Community College

Academic Excellence Award

December 2006

EMCC college

Certificate of Achievement

August 2009

Several certificates awards Business Management Homework Hero
Five- Star Honors

Alpha Delta Pi Sorority

September 2011

Alabama State University

Honor Roll Award

May 2004

All community and university colleges, I accumulated 6 separate Honor Roll Awards through 2004 & 2017

Perfect Attendance Award

May 2004

MCC , EMCC, & Antoneli Pre- Law, from 2004 - 2017, Antoneli 3 years in a row

Student of Integrity Award

December 2016

Student of Integrity Award From Antoneli Pre-Law

Certifications / Licenses / Organizations

Certified Phlebotomist (CP)

Present

Business Management

Present

Received a certificate in Business Management from Penn Foster in 2009

Pharmaceutical Certification in Texas ID # 169868

Pharmaceutical Licenses in Mississippi ID # BREW-SXIWQM

MSMA (MS Medical Association) ID# 317172

MASA (Medical Association of the State of Alabama) ID# 25898908

BPS (Board of Pharmacy Specialist) ID# IND-988987

NABP (National Association of Boards of Pharmaceuticals) E-Profile#1783342

PTCB (Pharmacy Tech Certification Board) ID# 2011172

ABA (American BAR Association) ID# 02554852 _____>

MPA (MS Paralegal Association)

NALA (National Association for Legal Associates) _____>

October 2006 to Present

Pharmacy Tech License and Certificate from PTCB at US Career Institute

Certified Business Analysis Professional (CBAP)

October 2008 to Present

BLS Certification (Phlebotomy) _____>

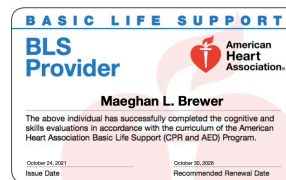
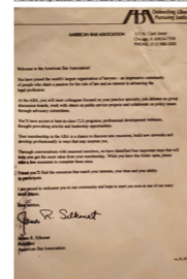
Received several certifications from PenFoster & Devry College

Operations Management Certificate

June 2005 to Present

WestLaw & Lexis Certification (Paralegal) _____>

Membership Letter & ABA Card for the American BAR Association.



PERSONAL REFERENCES

Some of my references have written me a letter of recommendation. Those letters are attached for further review.

- - Judge Ricky Roberts (Criminal Justice Judge)
- - Chuck Roberts (Constable in Lauderdale County)
- - Buck Roberts (Justice Judge in Lauderdale County, Former Chief of Police of the Meridian Police Department & Current d-Director of the city's Public Safety Department)
- - Bill Dorman (Owner of Dorman Finance) • - Terry Dorman (Owner of Stereo Plus)
- - LeighAnn Key (Attorney at Law)
- - Joseph Kieronski (Attorney at Law) • - Jimmy Thomas (Owner of Thomas Life Insurance Company LLC) • -
- Jimmy Hall (Owner of H&M Construction LLC)

KEY LAW OFFICE

2698 23rd Avenue / P.O. Box 3707

Meridian, MS 39301

E-mail: leigh@keylawoffice.com

Leigh Ann Key, Esq.
Sheila Rivers, Paralegal
Darlene Thompson, Assistant
Lynn Johnson, Secretary

2698 23rd Avenue
Meridian, MS 39301
Telephone: 601-693-0959
Facsimile: 601-693-0102

Feb. 17, 2015

To Whom it may concern:

Please accept this as a letter of recommendation on behalf of Maeghan Brewer. I came to know Maeghan a couple years ago when she personally submitted her resume to my office. I was very impressed with what I read regarding her background, education and future education goals. Unfortunately I did not have any openings in my firm at the time she applied but I became personally interested in Maeghan because I immediately recognized a passion for the field of law within her; a characteristic few other possess. I recommended her to another local Attorney, who I was aware, was looking for a paralegal at the time. She was hired at that firm on immediately.

He also recognized the same motivation in Maeghan that I had previously acknowledged. During Maeghan's employment at that law firm I had the pleasure of communicating with her professionally, on a daily basis, concerning many separate cases that she was currently working on for her Attorney; my opposing Counsel. Whenever I had to contact the Attorney she worked for, she was very pleasant, amiable, helpful and would always take that extra mile to accommodate my specific needs and always made sure that I would get a return call, if the Attorney was unavailable at the moment. She was always able to assist me and to give me the information that I needed on any case. And Maeghan always delivered the requested information promptly, and never with any delay. There was never an occasion where my staff or I requested any documents, signatures, Attorney verifications, interrogatories forms or a request for production of documents, that Maeghan did not immediately supply them to me. Her supervising Attorney took time out of his busy day to call me personally and thank me for recommending Maeghan to his office. He seemed to be very pleased with her daily performance. He expressed astonishment that Maeghan had already mastered the use of the legal software used in their office and also by becoming very familiar with the use of the MEC (Mississippi Electronic Court Filing System) in such a condensed period of time.

Maeghan also showed skills in her typing, vocabulary and in drafting legal documents. All of the legal documents I seen that were prepared by Maeghan have all been well composed, well written, well formatted and overall professionally constructed. Maeghan's daily procedures and patterns makes it no secret that she is a perfectionist; her work reflects this personality trait.

Maeghan has a special quality to her persona that many in our field lack; motivation and determination. I see a deep captivating interest and love for the field of law in Maeghan, and this type of devotion in an individual's profession guarantees loyalty to her position and a majestic outcome on any project attempted.

Please consider Maeghan for any paralegal position for which she is applying. I am sure she will prove to be a genuine asset to your firm. If you have any questions, please feel free to contact me at the phone number above.

Thank you for your time and consideration.

Sincerely,

Leigh Ann Key
Attorney at Law

SELF, JACOB & KIERONSKI, LLP

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WILLIAM B. JACOB
JOSEPH A. KIERONSKI, JR.

TELEPHONE 601-693-6994
FAX 601-483-4935
1010 19TH AVENUE, SUITE 10

September, 2014

RE: Maeghan Dorman Brewer

To Whom it May Concern:

Maeghan has been my personal legal secretary for almost one year . She came to this firm in the midst of requiring her Associates Degree in Legal Studies..

Maeghan showed herself to be a quick learner not only in preparing legal documents, e.g. pleadings, orders, wills, etc., but also in dealing effectively with the office's clients who, at times, can be quite emotional. She was also able to quickly catch on to how each of our Partners here handled their own individual filing and ways of handling their own clients and needs.

She came into her own when the local chancery court moved from paper filings to an electronic filing system. Within a short time, she was able to master most of the intricacies of the system which was still experiencing problems of a "maiden voyage."

Maeghan has a pleasant personality with a wry sense of humor. She works well with her co- worker, she is on time for work and completes her assigned tasks in a reasonable fashion. She has always been the first to jump at the chance of new challenges and always willing to work late and even on the weekends if needed.

If you have any questions regarding this matter, please let me know.

Very Cordially Yours,

SELF, JACOB & KIERONSKI, LLP

JOSEPH A. KIERONSKI, JR.

PROFILE

My name is Maeghan Brewer. In the past 16 years I have accomplished a large volume of exhilarating and enlightening commissions. I have accumulated countless Certifications in many different areas and fields of study. I have been through an overall total of 158 College Credit Hours. All in variety of subjects and concentrations.

I am thrilled to say that I have accomplished many different career paths in my life. I have had the pleasure of owning my own photography company since 2007. This has allowed me to gain ample knowledge on how to run a business and how to deal with customers of all sorts. Taking care of a small business alone will teach you many things that will guide you in all aspects of your future career choices and journeys.

I have been in and out of college since 2004. I have obtained several degrees and Certificates, ranging from an Associates Degree in Paralegal Studies, Certification in Phlebotomy, Certification in Pharmaceuticals, Certification in Customer Care Relations and Business Management.

I have taken courses in Spanish, Psychology, Sociology, Compounding, Tort Law, Family Law, Litigation. I have also been fortunate enough to be able to join some of the most recognizable and prestiges' organizations in my many fields of career choices. Such as: The American BAR Association, NALA, PTCB, MPA-MS, ASHP, NABP, BOP-MS, AMA, NPTA, ASHP, NHA, MHCA, WPO, ASCP, MPhA-MN, etc.

Not only have I gained countless knowledge and continued education through all of my different organization affiliations, I have also attended seminars, lectures and other events.

INFORMATION

PHONE: 1 320-979-4914 CELL: 1 601-701-4442

EMAIL: mothrofdragons@gmail.com & lawandpharmom@gmail.com

STATE: MISSISSIPPI / ALABAMA