

# Sophia Briscoe

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A highly motivated individual seeking a professional opportunity in **administration** and **human resources**. Interested in leveraging customer service and problem solving skills to contribute to an organization's objectives, while gaining comprehensive experience.

## PROFESSIONAL EXPERIENCE

**LAS VEGAS METROPOLITAN POLICE DEPARTMENT – Las Vegas, NV** **October 2017 – Present**

### ***Human Resources Technician (July 2022 – Present)***

- Pipeline management to fill vacancies for all civilian employees
- Created procedure for how to use NeoGov for in-processing
- Implemented a new system to streamline in-processing

### ***911 Professional II (October 2017 – July 2022)***

- Handled emergency and non-emergency phone calls from citizens, while working cohesively with dispatchers, other agencies, and police officers
- Trained new employees how to efficiently handle emergencies and created resources to aide in their development
- Implemented and utilized a new Computer Aided Dispatch system, NCIC, NCJIS, SCOPE, WVS, DMV, and III

**THE FIRM PUBLIC RELATIONS & MARKETING – Las Vegas, NV** **February 2016 – October 2017**

### ***Administrative Assistant***

- Managed day-to-day operations and supported the staff, Senior Vice President, and CEO
- Processed accounts payable and accounts receivable using QuickBooks 2016
- Coordinated travel itineraries, internal events and arranged meetings
- Prepared daily, weekly and monthly reports to track business trends and productivity
- Tracked applicants, trained newly hired employees and maintained personnel files

**IN-N-OUT BURGER – Las Vegas, NV & Phoenix, AZ** **July 2010 – December 2015**

### ***Level 4 Associate***

- Responsible for handling large amounts of money throughout shift
- Ensured highest quality product and customer satisfaction through positive interaction
- Trained new and existing employees

- Created and organized a clean environment for the comfort of the customer

## EDUCATION

### **BACHELOR OF SCIENCE IN GENERAL PSYCHOLOGY – GRAND CANYON UNIVERSITY**

- Graduation: December 2015 – Summa Cum Laude (GPA 3.93)

### **MASTER OF SCIENCE IN PSYCHOLOGY WITH AN EMPHASIS IN INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY – GRAND CANYON UNIVERSITY**

- Expected graduation: October 2023

## ASSOCIATIONS

### **GRAND CANYON UNIVERSITY’S CHAPTER: Psi Chi International Honor Society Jan. 2015 – Present**

- Organized and scheduled chapter meetings
- Executed and planned major events that benefited members and fellow students
- Conducted a panel of professionals to speak to over 150 students on what their careers entail

## SKILLS

- Written and verbal communication skills
- Planning
- Adaptability
- Organization
- Microsoft Word
- QuickBooks
- Microsoft Excel
- Outlook
- MAC OS
- Windows computers
- NeoGov
- JLClient
- SCOPE
- NCIC
- NCJIS
- DMV
- OnBase