

Taylor Friend



WORK EXPERIENCE

SIMPLRFLX

Customer Service Expert, Sep 2020 - Present

- Confer with customers in order to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

KODIAK ISLAND BOROUGH SCHOOL DISTRICT, Kodiak, AK

Substitute Teacher, Sep 2020 - Present

- Provide extra assistance to students with special needs, such as non-English-speaking students or those with physical and mental disabilities.
- Supervise students in classrooms, halls, cafeterias, school yards, and gymnasiums, or on field trips.
- Tutor and assist children individually or in small groups to help them master assignments and to reinforce learning concepts presented by teachers.
- Present subject matter to students under the direction and guidance of teachers, using lectures, discussions, or supervised role-playing methods.
- Organize and supervise games and other recreational activities to promote physical, mental, and social development.

TUTOR.COM, New York, NY

Tutor, Mar 2016 - Jan 2017

- Provide private instruction to individual or small groups of students to improve academic performance, improve occupational skills, or prepare for academic or occupational tests.
- Teach students study skills, note-taking skills, and test-taking strategies.
- Assess students' progress throughout tutoring sessions.
- Review class material with students by discussing text, working solutions to problems, or reviewing worksheets or other assignments.
- Provide feedback to students using positive reinforcement techniques to encourage, motivate, or build confidence in students.
- Research or recommend textbooks, software, equipment, or other learning materials to complement tutoring.

EDUCATION

Liberty University

Lynchburg, VA

Bachelor's of Science in Psychology - Crisis Counseling (May 2016)

Liberty University

Lynchburg, VA

Bachelor's of Psychology - Addiction & Recovery (May 2016)

VOLUNTEER EXPERIENCE

- Lead/co-teacher for various church nursery classes
 - Counselor for crisis pregnancy center
 - Crisis line volunteer for women's shelter
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