

Brittany Desiree Rawls

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Professional Summary

Outgoing mental health advocate and marketing agent seeking a position, where I can utilize my above average people skills, acute attention to detail, stellar organizational and time management skills, and eagerness and willingness to take on challenging responsibilities, enabling personal and professional growth.

Willing to relocate: Anywhere

Work Experience

Tax Preparer Assistant (Temporary)

Concentrix

March 2025 to April 2025

- Assisted tax preparer in gathering and organizing client financial documents for tax return preparation
- Reviewed client information to ensure accuracy and completeness, identifying any missing or inconsistent data
- Entered client data into tax software system, ensuring all necessary forms and schedules were completed accurately
- Performed basic calculations to determine taxable income, deductions, credits, and liabilities
- Conducted research on tax laws and regulations to stay updated on changes that may impact clients' returns
- Prepared supporting documentation for tax deductions and credits, ensuring compliance with IRS guidelines
- Communicated with clients to clarify any questions or discrepancies regarding their financial information
- Assisted in the preparation of individual and business tax returns under the guidance of a senior tax preparer
- Maintained confidentiality of sensitive client information throughout the entire tax preparation process
- Collaborated with team members to meet deadlines during busy periods such as tax season
- Provided administrative support by scheduling appointments, answering phone calls, and managing paperwork flow
- Ensured accurate filing of electronic and paper copies of completed tax returns for record-keeping purposes
- Verified mathematical accuracy of prepared returns through careful review before submission to clients or supervisors

Crisis Counselor

March 2024 to January 2025

- Provided crisis intervention services to individuals experiencing mental health crises
- Conducted thorough assessments of clients' mental health status and risk factors
- Collaborated with a multidisciplinary team to develop individualized treatment plans for clients in crisis
- Implemented evidence-based interventions and therapeutic techniques to stabilize clients in crisis

- Assessed and managed suicide risk, ensuring the safety of clients at all times
- Responded promptly to crisis calls and emergencies, providing immediate support and intervention
- Documented all client interactions, assessments, and interventions accurately and thoroughly
- Maintained strict confidentiality regarding client information in accordance with legal and ethical guidelines
- Coordinated referrals for ongoing mental health services based on clients' needs and resources available
- Provided education to clients, families, and caregivers about coping strategies during times of crisis
- Participated in regular supervision meetings to discuss cases, receive feedback, and enhance clinical skills
- Attended trainings on crisis intervention techniques, trauma-informed care, de-escalation strategies, etc
- Collaborated with community organizations to ensure seamless transitions for clients between different levels of care
- Supported individuals who have experienced traumatic events by providing trauma-focused therapy
- Utilized evidence-based modalities such as Cognitive Behavioral Therapy (CBT) or Eye Movement Desensitization Reprocessing (EMDR)
- Educated individuals about the impact of trauma on mental health symptoms
- Liaised with other healthcare professionals involved in the client's care plan
- Counseled individuals experiencing acute psychiatric crises within an emergency department setting
- Determined appropriate level of care based on assessment findings (e.g., hospitalization, outpatient treatment)
- Collaborated with emergency department staff to ensure a safe and therapeutic environment for clients
- Provided crisis intervention services to individuals of all ages, including children, adolescents, adults, and older adults
- Assessed and managed risk factors such as self-harm or harm to others
- Coordinated with psychiatric providers for medication evaluation and management
- Responded to crisis calls on a 24/7 basis, providing immediate support over the phone or in person
- Demonstrated strong de-escalation skills in high-stress situations
- Implemented safety plans to mitigate immediate risks during crises
- Liaised with law enforcement agencies when necessary for client safety
- Collaborated with community partners (e.g., police departments, hospitals) to develop comprehensive crisis response protocols
- Served as a resource for other clinicians regarding crisis intervention techniques and best practices
- Demonstrated cultural competence by providing culturally sensitive care to diverse populations experiencing crises
- Maintained up-to-date knowledge of local resources available for individuals in need of ongoing mental health support
- Increased efficiency within the crisis team by implementing streamlined documentation procedures or utilizing electronic medical records systems

Store Manager

True Hair-Atlanta, GA

September 2022 to February 2024

- Open and Closing Store
- Taking Calls and Assisting Customers
- Customer Service
- Cash Register Management
- Cleaning
- Inventory

- Maintaining Vendor Relationships

Marketing and Sales Manager (Contractor)

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March 2019 to April 2022

- Performed market analysis and researched latest trends.
- Tracked and analyzed web analytics to recommend proactive adjustments to strategies.
- Assisted with capturing and analyzing social media metrics.
- Designed and presented social media campaign ideas.
- Created unique and engaging content for range of social media platforms including Pinterest, FaceBook and Instagram.

Contributed to mock-ups, email campaigns and social media content.

- Create Sales Pages, Descriptions
- Products Uploads and Audits
- Customer Support
- Social Media Automations
- SEO
- Order Fulfillment
- Blog Posts

Production Assistant (Holiday Seas)

Happy Place “The Drive Thru” presented by Subaru-Los Angeles, CA

November 2020 to January 2021

- Assist prepare the set with lights, props, equipment etc.
- Prepare note for Production Manager and director
- Greet and check-in celebrity guests
- Direct Traffic
- Package and Sale “Happy Kits”
- Conduct crowd control by putting up signs, directing pedestrians away from filming, lock down sets etc.
- Sing and Dance for guests at dance booth

Marketing Assistant

Windship Trading Co-San Marcos, TX

January 2019 to July 2020

- Assisted in creation of pre-season marketing plans to support department and divisional strategies.
- Performed market analysis and researched latest trends.
- Tracked and analyzed web analytics to recommend proactive adjustments to strategies.
- Assisted with capturing and analyzing social media metrics.
- Designed and presented social media campaign ideas.
- Created unique and engaging content for range of social media platforms including Pinterest, FaceBook and Instagram.
- Contributed to mock-ups, email campaigns and social media content.

Front Office Manager (Internship)

Hays County Government Center-San Marcos, TX

January 2019 to December 2019

- Communicated corporate objectives across all divisions through regular correspondence and scheduled status updates.

- Assessed personnel performance and implemented incentives and team-building events to boost morale.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Established and developed highly efficient and dependable administrative team by delivering ongoing coaching and motivation and fostering career advancement.

Marketing Researcher

Issues And Answers-San Marcos, TX

January 2018 to January 2019

- Coordinated with social media, public relations and other teams to execute product introductions.
- Studied demographic data to determine optimal targets, competitor offerings and tactics for persuasion.
- Tracked key metrics and developed spreadsheets and data models.
- Developed campaigns and specific marketing strategies for clients.
- Collaborated with product development team to effectively modernize and update promotions.

Education

Political Science (Bachelor of Arts)

Texas State University-San Marcos, TX

May 2019

Skills

- Windows
- Facebook Advertising
- Analytics and SEO
- Records and database
- Technical support
- Marketing collateral
- Google Suite
- Marketing automation
- Content creation
- Marketing
- SEO
- Customer service
- CRM software
- Email marketing
- PC and Mac platforms
- Illustration
- Blogging
- Digital marketing

- Live chat
- Content marketing
- WordPress
- Hootsuite
- Graphic design
- Visual design
- Content strategy
- Business communications
- Google Analytics
- Branding
- Adobe Acrobat & Adobe Reader
- Social media management
- Customer relationship management
- HubSpot
- Zendesk
- Content management
- Digital design
- Digital marketing administration
- B2B (2 years)