

BROOKE MOSS

CUSTOMER OPERATIONS • REPORTING & RECONCILIATION • PROCESS COORDINATION

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Customer operations professional experienced in coordinating time-sensitive commitments across customers, teams, systems, and external partners. Skilled at investigating discrepancies, reconciling information, and keeping reporting, documentation, and follow-up aligned. Building on that foundation through hands-on Excel, CRM, data analysis, and workflow projects.

PROFESSIONAL EXPERIENCE

Canada Export Specialist | Aviagen

Nov 2020 – Aug 2025

- Coordinated customer requests and weekly, time-sensitive orders across Eastern Canada, linking customers, sales, hatcheries, freight providers, and regulatory partners.
- Prepared and reviewed export records and health certificates; aligned shipment requirements with USDA, CFIA, and CBSA.
- Tracked quantities received for invoicing and weekly audits, investigated discrepancies, and reviewed strain-level order and receipt trends.
- Resolved delivery and documentation exceptions through clear follow-up across internal and external partners.

Human Resources Receptionist | Aviagen

Jul 2018 – Nov 2020

- Reconciled time and pay details for approximately 200 temporary employees and worked with staffing agencies to resolve discrepancies.
- Supported background checks, quarterly MVR reviews, vendor coordination, and confidential employee documentation.
- Cleaned and validated Kronos records for a Workday implementation; implemented iLobby visitor management and helped coordinate a new phone system.

Account Retention Specialist | AT&T

2015 – 2018

- Resolved billing, service, and retention concerns by explaining options clearly and working toward practical solutions in a high-volume environment.
- Ranked 17th among more than 600 employees company-wide based on core retention metrics.

SELECTED PORTFOLIO PROJECTS

Self-directed projects use synthetic business data and are available at brookemossportfolio.com.

- **In Context:** Built an interactive decision-readiness prototype using synthetic data to connect account history, commercial adjustments, open requests, and communication across a 15-location B2B account—surfacing missing confirmations and ownership gaps before a time-sensitive commitment.
- **North Star:** Created an Excel leadership review that reconciles account exposure, adoption, support activity, and follow-up status across high-risk and priority subsets.
- **Who Decides?:** Developed an interactive workflow study showing the difference between decision inputs, final authority, and follow-through.

EDUCATION, CREDENTIALS & TOOLS

Bachelor's Degree | English & Behavioral Sciences | Athens State University

Completed: Google AI Professional Certificate; HubSpot Sales Software Certification; Career Essentials in Data Analysis; Career Essentials in Project Management; Generative AI Career Essentials

Tools: Excel (pivot tables, lookup functions, conditional formatting); HubSpot; Workday; Kronos. Project and certification use: Power BI, Salesforce, Tableau, CRM workflow design, process mapping, and data reconciliation.

Capabilities: Customer communication; cross-functional coordination; reporting and reconciliation; documentation and compliance; issue resolution; process mapping; CRM workflows.