

Shalanda James

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Experience

ABC 33/40 Birmingham, AL Jan. 2014 - April 2014
Intern

- Contributed to news writing and basic production work for newscasts
- Worked with reporters and videographers on assignments and interviews
- Assisted producers, editors, and videographers on various assignments

Mom365 Birmingham, AL April 2013 – Present
Professional Photographer

- Photograph newborn babies, and congratulate mom on the birth of her baby
- Setup photo sessions and ensure that mother and baby are both comfortable
- Effectively communicate the benefits of having your child's first photo

Samsung Birmingham, AL April 2013 – Present
Technology Sales Representative

- Conduct product training and knowledge transfer for sales reps
- Maintain working knowledge of all client products in order to be a subject matter expert on site
- Conduct consumer facing activities- demonstrating key features, assist customers with setup of devices and trouble shoot issues

Planet Cellular – AT&T Authorized Dealer Birmingham, AL Aug. 2010 -March 2013
Location Manager

- Met and exceeded aggressive sales goals and overall objectives
- Provided superior customer service by resolving customer issues relating to phone bills, equipment, products and services
- Trained staff to overcome customer objections and satisfy needs

Education

University of Alabama at Birmingham Birmingham, AL

Bachelor of Communications (Broadcasting)

Graduated: April 2014

Jefferson State Community College Birmingham, AL

Associates of Arts (Communications)

Graduated: May 2010

Awards, and Honors

Awarded Sales Manager of the Year at Planet Cellular – AT&T (2012)

Phi Theta Kappa (2008-2010)

Senate District 20 Oratorical Scholarship (2008)