

Alana Brown

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Professional Summary

Results-driven sales professional with over a year of experience in tech to sales at GoDaddy and more than a decade of success in remote call center environments across tier 1, tier 2, and leadership roles. Proven track record of leading GoDaddy guides to exceed metric targets. Skilled in training and developing team members, implementing WOW call flow, and CDSI troubleshooting flow. Seeking a supervisory role to leverage my expertise and contribute to the success of a dynamic team at GoDaddy.

Experience

Care Lead - Remote | GoDaddy.com, LLC. | 11/2024 - Present

Ensured Care Guides provided excellent customer service and drove sales performance.

- Team Leadership: Managed and mentored guides as a of the Jedi nesting program and filled in for several supervisors who were out of the office.
- Customer Support: Handle escalated customer inquiries and issues, ensuring timely and effective resolution.
- Sales Performance: Monitor and analyze sales metrics, implementing WOW and CDSI strategies to improve team performance and meet sales goals.
- Training and Development: Conduct team training sessions focused on setting expectations and transitioning calls.
- Collaboration: Work closely with peers to align strategies with company goals.

Care Sales Guide I – Remote | GoDaddy.com, LLC. | 12/2023 – 11/2024

- Consistently exceeded monthly sales targets, earned the honor of being a part of the Wayfinders program for 2025.
- Provided mentorship and support other guides, helping to close sales.
- Developed future leadership skills as part of the Elevate Guide program.

Technical Support Representative Tier II – Remote | Logitech | 2021 - 2023

- Delivered exceptional technical support, handling inquiries and resolving issues promptly. Resolved tier 1 escalations.

Alanaesoterica.com - Remote I Owner/Operator | 2020 - Present

- Creator of a unique tarot card deck, curios, and spiritual guidance.

Technical Support Supervisor – Remote | Conduent | 2015 - 2021

- Responsible for a team of 18 to 21 direct reports including ensuring representatives understand and align with call center objectives.
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Education

- Maricopa Community College - Customer Web Design Products & Services - 2023
 - Stetson University - Bachelor of Business Administration - 2000
 - University of Central Florida - Master of Science in Information Systems - 2005
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References

Available upon request.