

DR. SHARRIEFFAH S. BRIDGES

Curriculum Vitae

P.O. Box 417 • Terry, MS 39170

Cell (601) 668-1882 Fax (601) 878-9460

sharrieffahbridges@gmail.com

AREAS OF EXPERTISE

- QUALITATIVE AND QUANTITATIVE ANALYSIS
- RESEARCH DESIGNS
- KNOWLEDGE OF UNION REPRESENTATION
- INTERVIEWING KNOWLEDGE AND SKILLS
- INVESTIGATIVE REPORTING
- SCHOLARLY WRITER
- SCHOLAR AND LEADER
- ACCOUNTING
- BOOKKEEPING
- MANAGEMENT
- LEADERSHIP
- ENTREPRENEURSHIP
- SALES & MARKETING
- TECHNICAL TROUBLE SHOOTING
- PROBLEM DIAGNOSIS
- TEAM BUILDER
- BRAND COMMUNICATIONS
- VALUE SELLING

Dr. Sharrieffah Sharrieff-Bridges

According to Christianity, Dr. Bridges' leadership role starts at home. She said, Jesus, instructs her to be like Him and be a Christian role model for her children and others. Dr. Bridges is married to her Love of 16 years, Bro. Lamond Bridges and they have two God-fearing, handsome and amazing sons, Mathias and Aeneas Bridges. Dr. Bridges and her family reside in Terry, Mississippi. Dr. Bridges loves her family, and she enjoys spending quality time with them; however, in her spare time, she loves music, shopping, cooking, and traveling. Also, Dr. Sharrieffah S. Bridges has been a faithful member of Center Street Church of Christ and has been a current and active member of this congregation for over thirty (30) years. During this time, she has utilized her talents and abilities to serve as a Bible Study Teacher, Ministry Leader of the Youth Ministry, Youth Choir Director, and member of the Mississippi State Youth Conference for the Churches of Christ Planning Committee. In addition, she is involved in several national and community organizations; however, one that is near and dear to her heart is being a member of Alpha Kappa Alpha, Sorority, Incorporated.

Professional Background:

Currently, Dr. Bridges serves as a Professor for undergraduate, graduate, and online students at Belhaven University in Jackson, MS. Dr. Bridges is also an entrepreneur. She is the owner of Bridges Personalization's, Southern Bridges, and she is the Founder and CEO of Bridges Consulting and Associates, LLC (BCA). Dr. Bridges is a published author, and through her publications, she enjoys helping students experience academic scholarly writing. Through BCA, she assists graduate and doctoral students by helping them complete their lifelong journey in education.

Dr. Bridges is a lifelong learner. She believes for individuals to grow, they have to have self-motivation to pursue continuous knowledge, whether it's for personal or professional development. With that being said, Dr. Bridges is currently receiving a Specialist Degree from California Coast University in Marketing. Also, she received her Ph.D. from the University of Phoenix in Management and Organizational Leadership, a Master's of Science in Management from Belhaven University, her Bachelor's Degree in Business Administration with a Minor in Marketing from the University of Southern Mississippi, and her Associate Degree in Business Administration from Copiah Lincoln Community College.

Dr. Bridges' mission in life is to serve GOD with all my heart, learn new things, grow as a person, seek challenges, and make a difference in someone's life. Her favorite scripture is Psalms 86:12 (King James Version) says, "I will praise You, O Lord my God, with all my heart, and I will glorify your name, forever." Her Testimony is GOD can, and He will be with you through all life challenges; God said in His word; He will never leave you nor forsake you. Just Trust HIM!

SYSTEMS KNOWLEDGE

- MICROSOFT OFFICE SUITE 360
- WINDOWS OPERATING SYSTEM
- MICROSOFT PROJECT, PUBLISHER, SHAREPOINT
- CANVAS

*“If your actions inspire others to dream more, learn more,
do more and become more, you are a leader.”
– John Quincy Adams*

BUSINESS & EDUCATION OBJECTIVES

- Results-proven, experienced leader with a broad expertise in education, project management, leadership, strategic planning and development.
- Superior record of delivering innovative solutions, optimizing productivity, root cause assessment. Dynamic approach to presentation/training at all levels of an organization with the ability to translate concepts into practical application.
- Relied upon by senior leaders as a key strategist, solution-finder, and problem solver who excel in creating win-win scenarios optimizing stability, compliance, and productivity.
- Able to function in a highly disciplined, mission-oriented culture with the ability to readily adapt to any environment.
- Seasoned professional with expertise in product management, research and development, project and client relationship management.
- Doctoral graduate with the ability to transform life experiences into brick and mortar curriculum.
- Highly skilled at managing various projects simultaneously, creating high leverage KPI's (Key Performance Indicators), producing results, communicating effectively, and maintaining confidentiality.

EDUCATION

- **CALIFORNIA COAST UNIVERSITY** ▪ Marketing Certificate ▪ Currently Enrolled
- **UNIVERSITY OF PHOENIX** ▪ PhD ▪ Management ▪ Organizational Leadership ▪ 3.83 GPA
Phoenix, AZ
Delta Mu Delta - Business Honor Society
DISSERTATION - THE PERCEPTION OF EMPLOYEES WORKING IN A UNIONIZED ORGANIZATION: A QUALITATIVE NARRATIVE INQUIRY STUDY
- **BELHAVEN UNIVERSITY** ▪ Master of Science in Management ▪ Honor Society ▪ 3.89
Jackson, MS
THESIS - THE ECONOMIC COST OF NON-UNION MEMBERSHIP
- **UNIVERSITY OF SOUTHERN MISSISSIPPI** ▪ BA ▪ Business Administration ▪ Marketing
Hattiesburg, MS

PROFESSIONAL EXPERIENCE

BELHAVEN UNIVERSITY ▪ Jackson, MS ▪ 2017 - Present

Adjunct Professor ▪ Undergraduate and Adult Graduate Program

- Teach undergraduate, graduate, and online students in the School of Business Administration.
- Courses:

Undergraduate

BUS 445 Site Observation in Bus Admin.
BUS 320 Introduction to Marketing
SMA435 Site Observation in Sports Mgmt.
SMA436 Site Observation in Religion Sport
BUS 450 Internship
BUS 307 E-Commerce
BUS 407 Consumer Behavior

Graduate/Online

MSL 601 Introduction to Graduate Studies
MSL 630 Leading Productive Teams
MSL 660 Human Resource Mgmt.
MBA664 Marketing Mgmt.
MSL 658 Principles of Executive Leadership
MSL 640 Strategic Mgmt.

Founder and CEO

Coach Graduate and Doctorial students on how to navigate the Thesis and Doctorial process including relevant profession developments.

- Refine Topic Selection
- Concept & Proposal Writing
- Thesis and Dissertation Editing
- Formatting APA 6th and 7th Edition
- Design and Methodology Selection
- Assist with QRM, IRB, & QFR Process
- Oral Defense Preparation
- Professional Development
- Leadership Training & Development

AT&T WIRELESS • Jackson, MS • 2002 – 2016***Advance Data Support Technician* • Laptop and Smartphone Technician-Team Leader/Manager**

- Research, review, and analyze technical information to provide strategic analysis to troubleshoot issues and drive operations.
- Collected and analyzed data needed to create and implement sales plans and effective strategies based on geographic locations.
- Collaborate with the infrastructure, network, database, application, and business intelligence teams to ensure data quality and availability.
- Apply analytical expertise to formulate reason, resolution, and recommendations to advance technical systems and enhance data quality and the efficiency of data systems.
- Interact with customers to install operating systems, updates, patches and version upgrades as required.
Improve productivity by highlighting deficiencies, recommending and implementing change in tools, training, and processes. Facilitate customer resolution for escalated calls and timely engage the necessary technical support.
- Prepare oral briefings, written documents, and presents information to senior management team on a regular basis focusing on statistical analysis and recommended action plans for improvements related to advance technical support.
- Prepare supporting, narrative, and statistical reports to executive management.
- Develop and maintain models for determining marketing generation reaching customer segmentation across an array of marketing channels.
- Access multiple databases and gather information from various sources to better understand technical issues and identify potential solutions.
- Communicate and coordinate with management officials, consumers, and other technical counterparts on a regional, national, and international level to resolve complex information technology issues.
- Communicate with external and internal components in all levels of management and other IT communities.
- Serve as team leader/manager for intra/inter departmental meetings to motivate and foster the environment of teamwork and improve workplace productivity.
- Assist with training new employees on procedures and protocols.
- Provides guidance and direction in resolving personnel and project issues and problems encountered.
- Utilizes and employs knowledge of agency policies as required, make recommendations, and take appropriate actions to enhance the functionality of office software and systems.
- Maintain a mindset of continuous improvement, in terms of efficiency of support processes, customer satisfaction and the application of tools for monitoring, management and optimization.
- Follow up with customers unsatisfied with support issues, ensure issues are resolved and the core source of lack of satisfaction is identified and addressed.

***Porting Administrative Specialist* • Local Number Portability/Team Leader/Manager**

- Served as a liaison for AT&T while collaboratively with customers, vendors and technicians to complete porting activities on daily basis.
- Performed translations through the switching platforms with a focus on standards of production, timeliness, customer satisfaction and quality.
- Performed acceptance testing to ensure successful porting of telephone number in or out of AT&T.
- Managed multiple pending work orders for porting at one time.

- Read and translated error messages from more than thirty telephone companies in an effort to effectively process customer requests.

New Account Services - Credit and Activation/Team Leader

- Processed credit check and reviewed customer credit reports on prospective customers in an effort to extend wireless options. Completed manual decisions from credit report based on the customers payment history with existing companies for service.
- Provided customers with rate plans, education around additional features, knowledge around proper equipment, activated services, and posted decision.

Customer Care - Promotions and New Products (PnP)

- Contacted potential clients and diligently worked on offerings prior to closing.
- Participated in closing negotiations originating revenue opportunities over \$2.6 MM.
- Performed analytical evaluations to determine client specific requirements to maximize the offerings of profit generating products.
- Organized product development and marketing for products and services that became core revenue generator.

Mississippi Army National Guard – Patient Administration Patient (68 G)

- Compile data and prepare statistical reports from PT test.
- Initiate correspondence pertaining to medical record.
- Maintained medical records.

PUBLICATIONS

- THE PERCEPTIONS OF EMPLOYEES WORKING IN A UNIONIZED ORGANIZATION: A QUALITATIVE NARRATIVE INQUIRY STUDY

ORGANIZATIONS

▪ **Sigma Alpha Pi University of Phoenix Chapter**

- The National Society of Leadership and Success Training

▪ **ALPHA KAPPA ALPHA Sorority INC. (AKA)**

- Treasurer
- Relay for Life
- Habitat for Humanity
- St. Jude
- Mississippi Sickle Cell Foundation

▪ **YOUTH DIRECTOR (CENTER STREET CHURCH OF CHRIST)**

- Manage over 40+ children ages 2-22 years of age.
- Plan Youth Community Events
- Volunteer at Senior Citizen Homes
- Plan, Organize, and Direct Mississippi State Youth Conference for over 800+ youth in Mississippi
- Teach Sunday School Classes

▪ **BELHAVENS BEST**

- Provided Educational Skill Training

▪ **PARENT STUDENT ORGANIZATION (PSO)**

- President for New Hope Christian School
- Created and Manage several benefit events for school.
- Oversee 8 different committees
- Maintained Budget
- Collaborate, Plan, Organize, and Maintain Budget for Organization and all Events.
- Plan Community Events
- Mississippi Sickle Cell Foundation
- Mississippi Blues Run for Kids

▪ **DIVERSITY TRAINING (AT&T)**

- Extensive on the job diversity training
- Coordinator and Incorporated National Diversity Holidays