

MEAGAN J. BUSTER

3715 Marriottsville Road, Randallstown, MD 21133 | meaganjbuster@gmail.com | 443-563-4041 |

EXPERIENCE

GREENLIGHT HUB IN-PERSON SUPPORT EXPERT

UBER

DECEMBER 2021 - PRESENT

- Conduct 1:1 and group interactions with current and prospective Uber clients: drivers and delivery persons.
- Ask probing questions to understand customers needs, reservations, and goals pitching Uber as a solution over other competitors.
- Convert prospective earners to take their first trip on the platform through guided support techniques.
- Follow established support logic to help existing earners with troubleshooting problems.
- Be persuasive, empathetic, and creative in helping customers decide to leverage Uber more.
- Re-engage earners who have stopped using the platform by overcoming blocks and obstacles they are facing.

COMMUNITY OUTREACH ASSISTANT

MAYOR'S OFFICE OF HOMELESS SERVICES

JULY 2021 - DECEMBER 2021

- Answered and directed phone calls to the appropriate team leader for shelter inquiries.
- Tracked all emergency services data as assigned to include office and shelter resources, personnel, and scheduling.
- Organized and scheduled appointments for office personnel and team leaders.
- Maintained the City's homeless shelter population census dashboard.
- Monitored the City's homeless shelter concerns voicemail and reports actions needed to the Director of Homeless Services.
- Recorded notes and minutes of MOHS meetings.
- Coordinated with the lead case managers of the homeless shelter sites for supply needs.
- Provided front-desk administrative support to the MOHS office through assisting with mail and office supply organization.
- Prepared and maintained regularly scheduled reports.
- Updated and maintained office policy and procedure documentation.

CLIENT CONVERSION SPECIALIST/ ASSOCIATE TEAM LEADER

H&R BLOCK

JANUARY 2021 - MAY 2021

- Lead client experience by being the first contact to the office.
- Demonstrated the ability to lead the client experience, answer phones, complete outbound calls, promote virtual tools to all clients and Increase our Service Quality scores.
- Supported the Multi-Unit Team Leader, serving as onsite point of contact for tax office associates and clients, ensuring quality and consistent execution that will allow us to promote the value of H&R Block.
- Executed and held all tax office associates accountable to Standard Operating Procedures (SOP) execution and client service experience, with escalation to the Multi-Unit Team Leader and District General Manager as necessary.
- Served as point of contact for onsite escalated client service concerns
- Ensured clients are scheduled properly and conflicts are resolved.
- Led the office from the front desk, providing phone coverage and engaging with clients to deliver an outstanding experience
- Led daily activities to ensure that all tax office associates are scheduled, and work is completed according to deadlines, with attention to quality standards, priorities and overall goals.
- Led daily huddles and communicate essential information to office associates.

MUSIC INSTRUCTOR

GUITAR CENTER

OCTOBER 2018 - MARCH 2020

- Taught students DJ, music production, and bass guitar fundamentals and skills in order to help the students, of all age and skill ranges, reach their musical goals.

- Worked with customer service, sales staff, and management to create a beneficial and educational experience to keep student retention high and cultivate more student activity.

MEDIATION SPECIALIST

CONFLICT RESOLUTION CENTER OF BALTIMORE COUNTY
MAY 2019 - OCTOBER 2019

- Effectively and efficiently used case-tracking system (MadTrac) and followed all documentation procedures for mediation case work.
- Worked with the Program Manager to report track accomplishments, activities and new developments in the center.
- Assisted Program Manager with coordination and execution of in-service training sessions for volunteers.
- Assisted the Program Manager in the preparation of CRCBC grant reporting as needed.
- Positively promoted mediation throughout Baltimore County with a variety of diverse constituents.
- Conducted initial screening & intake of clients and scheduled times and locations of mediation sessions and assisted in assigning volunteer mediators to sessions, case management and follow-up in a call-center type environment.
- Assisted Program Manager in maintaining the volunteer mediator roster with updated contact and volunteer preferences.

ORGANIZER, STEERING COMMITTEE/ CAMPAIGN EVENT COORDINATOR

BALTIMORE CITY GREEN PARTY
JULY 2017 - SEPTEMBER 2019

- Provided coordination of Green Party events and meetings both internal and public.
- Connected local events of interest to Green Party members or candidates to ensure good community and constituent relationships.
- Assisted with membership and voter coordination.

SELF-EMPLOYED

DJ DUCKY DYNAMO
JANUARY 2014 - PRESENT

- Featured in MPT/PBS Short Film Festival documentary.
- Serves as creative consultant for artists, community leaders, and social entities.
- Provides social media management and strategies to businesses and entities.
- Serves as Talent Manager/Handler for area artists, including self.
- Serves as Tour/Road Manager for clients by coordinating logistics, technical/personal riders, transportation, hospitality, and financial detail.
- Curates, books, and hosts events, concerts, and parties in the Baltimore, MD area previously featured in The City Paper and Baltimore Sun.
- Awarded MICA grant award for curating an environmental awareness event in April 2017.
- Provides Event and Stage management for events ranging from small family events to large scale festivals.
- Clients include Baltimore City Green Party, Baltimore Office of Promotion and Arts, Fields Festival, AfroPunk, Red Bull.
- Creative CV can be furnished upon request.

OFFICE SECRETARY

MARYLAND STATE ARTS COUNCIL
JULY 2015 - NOVEMBER 2015

- Served as the first line of contact for inquiries, visitors, and MSAC office staff in person, by phone, or via e-mail.
- Received and directed deliveries and visitors (grant writers, artists, council members, panelists.)
- Prepared office and inter-office meeting documents and handouts; organized teleconferencing, catering, ticketing and RSVP information, and other tasks to ensure meetings were conducted appropriately.
- Assisted Fiscal Officer, Grant Managers, and Social Media coordinators with day-to-day business, reporting, and correspondence.
- Provided direct administrative support to an office of 15 employees.
- Served as office liaison for outside contractors, janitorial, and building management services.

ASSISTANT TO DIRECTOR, MANAGEMENT INFORMATION SERVICES

MOUNT SAINT JOSEPH HIGH SCHOOL

AUGUST 2008 - JUNE 2015

- Maintained technological inventory; Maintained technological upkeep of the school by advising Directors of various departments.
- Streamlined department communication via mail handling and prioritizing and calendaring meetings and tasks.
- Positioned as primary contact for outside support center calls and correspondence.
- Provided school-wide help-desk hardware and software support for over 1,000 employees and students.

DIRECTOR OF FUSION FORECASTING, MARYLAND TEAM LEADER

FOOT'S FORECAST, LLC

FEBRUARY 2012- FEBRUARY 2014

- Coordinated and scheduled daily forecast postings for the five Maryland forecasting zones with a readership of over 60,000 subscribers and Twitter following of over 1,000 followers.
- Developed co-worker activities and network development for teams; ensured efficient on-site client correspondence for teams.
- Position Honors & Awards
 - Speaker and On-Site Forecaster for: 2012 MEMA Conference, Bel Air Bash, Baltimore Book Festival, Baltimore Grand Prix, and various school campus events.
 - City Paper's "Best of Baltimore Award" 2012.

PROMOTIONAL ASSISTANT

CBS RADIO BALTIMORE

OCTOBER 2006 – DECEMBER 2008

- Promoted station image by facilitating listener interaction for 102.7 JACK FM and 101.9 LITE FM.
- Maintained and organized administrative matters with various departments.

MULTIPLE (TOP SECRET CLEARANCE)

NATIONAL SECURITY AGENCY

SEPTEMBER 2004 – AUGUST 2008

Business Support Specialist

- Organized all director calendars and accordingly coordinated and prepared all meetings and activities.
- Efficiently communicated with all staff providing pertinent meeting and activity documents and information.
- Served as liaisons between directors, staff, and affiliate organizations.
- Managed administrative daily matters ranging from civilian staffing and communications and facilitating interdepartmental communications, to Emergency security procedures.

Editor/Writer

- Successfully developed user-friendly Internet applications, welcoming over 1100 new users.

Junior TV Producer (Trainee)

- Managed and organized the NSA DVD and VHS library of over 2000 videos.
- Supplied the entire NSA with copies of stocked unclassified and classified videos by request.
- Assisted camera crew by handling lighting, subject preparation, and equipment hauling, cleaning and setup.

EDUCATION

UNIVERSITY OF BALTIMORE, BALTIMORE, MD

M.S. NEGOTIATIONS & CONFLICT MANAGEMENT

Completed Coursework

TOWSON UNIVERSITY, TOWSON, MD

B.S. GEOGRAPHY & ENVIRONMENTAL PLANNING, METEOROLOGY MINOR, GIS CONCENTRATION

Study Abroad Program – Brazil - Summer 2012

"Casa Alfonso e Maria" Community Center

- *Community Volunteer* (Fortaleza, Ceara)
 - Assisted with upkeep of community center and a community at large by assisting with farming, gardening, and local market entrepreneurship
 - Implemented structural language learning programs

America Counts Program - Baltimore, MD – Spring 2010

Math Tutor (Windsor Mill Middle School, Rognel Heights Elementary/Middle

- Assisted school children grades 6-8 in understanding levels in math and helped them reach their academic goals in a one-on-one and group environment.

SKILLS & ABILITIES

Proficient or familiar with the following software, applications, and suites:

Office 2007-2019 Suite
Microsoft SCCM
Destiny
ArcGIS
MadTrac

Adobe CS5-CS6 Suite
Edline
AdminPlus
IDRISI

Altiris
Blackboard
SNAP
Maryland FMIS

Experienced in various social media platforms and apps in conjunction with related analytics tools.

International touring DJ. Bassist. Talent buyer and handler. Tour, road, and event manager. Booking agent. Social media/brand management. Creative CV furnished upon request.

REFERENCES

ANDY ELLIS, Co- CHAIR, MARYLAND GREEN PARTY
Maryland Green Party
240-285-0843 | s.andrew.ellis@gmail.com

JERLYN BUSTER, FORMER - DIRECTOR, MANAGEMENT INFORMATION SERVICES
Mount Saint Joseph High School
410-900-3070 | jeribuster@gmail.com

CATALINA BYRD, BALTIMORE CITY MAYORAL CANDIDATE
443-928-9366