Billie Barnett

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Objectives

Detail-oriented candidate seeks in customer relations seeks a customer experience manager position integrating multiple stages of customer service while bringing ability to drive the successful delivery of exceptional support to clients while maintaining a positive corporate culture and reinforcing the company’s vision.

Education

Fairleigh Dickinson University

***Sept. 2010 – May 2012*** Criminal Justice

* 55 College credits accrued

Experience

New Jersey School Boards Association

| 413 West State Street, Trenton, NJ 08618

Member Services Representative **June 2014 – Present**

* Navigate within a computer environment to access appropriate information to service members.
* Document completion of state mandated training; compile/produce reports
* Provide front-line customer service including troubleshooting and problem solving
* Confer with customers to provide information about products or services, take or enter orders and cancel accounts

Pep Boy’s Inc

| 3505 Brunswick Pike, Princeton, NJ 08540

Sales Rep **August 2015 – August 2016**

* Describe merchandise and explain use, operation, and care of merchandise to customers
* Compute Sales prices, total purchases and receive and process cash or credit payment.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices

Omega Marketing Group

| 97 Bayard Street, New Brunswick, NJ 08901

Account Executive **April 3rd – May 12, 2014**

* Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders
* Negotiate details of contracts and payments, and prepare sales contracts and order forms
* Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs and attending conferences

Skills

* Certified Personal Trainer - NAFC, AFI
* Problem Solving/Reasoning
* Team Player /Willingness to Learn
* Computer Literate
* Hard Working/Work Ethic
* Communication