

Brianna Ford

Crosby, Texas
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SUMMARY OF SKILLS

Objective to obtain the position of Benefit Specialist. Skilled at using multiple computer applications and maintaining accuracy and production standards. Committed to providing accurate and timely resolution to enhance customer satisfaction and retention.

- Ability to Multi-Task
- Organizational & Time Management
- Attention to Detail & accuracy
- Technical Skills
- Customer Service
- Analytical skills

EDUCATION

Business Analytics Nanodegree - Expected graduation date - February, 15, 2023

Udacity

Associate of Applied Science in *CIT-Desktop Support and Microsoft Network Administration* - August 11, 2022
San Jacinto College, Houston, TX

Certificate of Technology in *CIT - Desktop Support and Microsoft Network June - August 11, 2022*
Administration Specialty, Houston, TX

San Jacinto College, Houston, TX

Occupational Certificate in *Computer Information Technology- Fundamentals* - June 24, 2022

San Jacinto College, Houston, TX

WORK EXPERIENCE

Member Engagement Specialist

December 2022-Current

Carnet Healthcare

San Antonio, TX

- Provided exceptional customer service and engagement through telephone communication, ensuring customer satisfaction by identifying and addressing health-care related issues concerns.
- Promote the prescription program through upselling and sales techniques.
- Handled 200+ calls daily in a call center environment while maintain a high level of customer service.

Computer Lab Assistant

June 2022- August 2022

San Jacinto College

Houston, TX

Customer Service Representative

October 2021- April 2022

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Dallas, TX

- Regularly helped solve 100-120 customer concerns on a weekly basis resolving each concern to a customer satisfaction rating of 85%.
- Reviewed and explained bill inquiries with customers.
- Updated customer's account with appropriate information notated customers account and followed company guidelines to secure account.
- Escalated issues to the appropriate departments for resolution.
- Troubleshooted and solved technical difficulties for phone related issues including but not limited to phones, watches, tablets, hotspots, landline phones.
- Upscaled products and services and recommended the best products and services to customers that would best fit their needs.

Customer Service Representative

April 2021- October 2021

Burnett Specialist

Houston, TX

PROFESSIONAL MEMBERSHIPS

Phi Theta Kappa , Member