

Brooke Taylor

Education

Bellevue University

Bachelor of Science Expected Oct 2023

Fontbonne University

Bachelor of Arts - Fall 2012
Advertising / Graphic Design

Computer Skills

Windows / Mac

Microsoft 365 - Word, Excel, Powerpoint

Adobe Creative Cloud - After Effects, Illustrator, InDesign, Photoshop, XD

Web Development - HTML, CSS, JavaScript, Bootstrap, jQuery, Node.js, Express

Experience

Salesperson / Administrative Specialist

Nebraska Furniture Mart - Kansas City, KS

December 2020 -
Current

- Member of the Be One Diversity & Culture Committee
- Professional sales – 100% commission
- Business-to-business sales
- Account/order management for outside sales team.
- Vendor certified for both major and luxury appliances.

Retail Sales / Customer Service Representative

Pacific Sales inside Best Buy - Chesterfield, MO

August 2019 -
December 2020

- Answer phones & help in store customers with appliance delivery issues
- Creating alerts and managing a list of orders to watch that have been flagged with detailed notes left for other staff/delivery/install teams
- Assist customers with complete solutions for kitchen & laundry packages
- Backup other departments with complex order issues
- Learning Lounge (Web based learning) Leaderboard #1 for fiscal year

Appliance / Merchandise Supervisor

JCPenney's - Kansas City, KS

July 2016 -
March 2018

- Create schedules and manage breaks
- Generate business through referrals
- Managing company merchandise standards and execution
- Training and developing new associates
- Managing a communication binder for continuing training, feedback and news