

Brooke Oliver

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Summary

A knowledgeable and detailed oriented office specialist offering extensive experience in the management of daily office operations. Reliable and driven with strong time management and prioritization abilities.

Highlights

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|-------------------------|-----------------------------|
| *Inventory Management | *Conflict Resolution Expert |
| *Office Administration | *Product Knowledge |
| *Microsoft Office Suite | *Mail and package delivery |

Experience

QVC, Ontario, CA

December 2016-

Office Support Specialist

- Organize and file paper/electronic forms
- Work with outside vendors regarding shipments and purchase orders
- Ensure inbound and outbound shipments are accurate for customer satisfaction
- Lead and assist with cross training for new hires within the department
- Work with internal teams to ensure inventory discrepancies can be resolved timely and accurately
- Daily tasks such as: inbound receipts, data entry, data research, SOX compliance and daily reporting

QVC, Chesapeake, VA

August 2015-November 2016

Customer Service Representative

- Answer customer telephone calls and inquiries regarding their accounts including: billing, shipping, refunds and questions about items ordered.
- Provide customer assistance in placing orders, providing product information and return instructions. Address customer service inquiries in a timely and accurate fashion.
- Assisted vendors and customers with return inquiries

QVC, Chesapeake, VA

November 2014 -August 2015

Order Service Representative

- Consult with customers to evaluate needs and determine best options
- Develop highly empathetic customer relationships
- Achieved high scores in all metrics in quality service, accurately processing customer orders and earned high a reputation for delivering exceptional customer service

Farm Fresh Supermarkets, Virginia Beach, VA

October 2012- May 2015

Customer Service Clerk

- Provided prompt, efficient and friendly customer service
- Assisted in down stacking large product deliveries, transferring shipments from receiving area to designated departments using equipment such as pallet jacks
- Ensured that there was an adequate product supply ready and on hand daily
- Worked with and cross-trained co-workers as a team to ensure customer satisfaction and a pleasant work environment.

Portfolio Recovery Associates (Priority Staffing), Chesapeake, VA December 2011-February 2012

Customer Service Representative

- Greet scheduled visitors and direct them to appropriate area or person
- Screen incoming telephone calls and answer routine inquiries
- Organize and maintain file system, both paper and electronic
- Coordinate schedules and makes appointments as required

Education

- University of Pennsylvania Penn LPS Bootcamp
- Course work in Business and Administration at Tidewater Community College, Virginia Beach, Virginia