

Brittanie Nunez

Customer service professional seeking a position where I can use my extensive customer service skills as well as learn and grow with a solid company.

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WORK EXPERIENCE

Auto Protection Group — Telemarketer/Qualifier

10/2019 to 07/2020, Las Vegas, NV

- * Conducted over 600 outbound calls daily using an automatic dialer
- * Used company provided script when calling potential customers
- * Explained the product and the benefits of having the service
- * Consistently met and exceeded daily and weekly sales quotas
- * Assisted with interviewing and training new employees

Sportsman's Royal Manor — Front Desk Agent

04/2016 to 08/2019, Las Vegas, NV

- * Balanced drawer at the start and end of each shift
- * Provided tours of property and explained amenities and nearby attractions
- * Operated cash register to collect rental charges, late fees and any other necessary payments
- * Conducted background checks on all potential tenants while also ensuring their application was accurate
- * Processed a high volume of daily mail and packages
- * Answered multi line phone with calls regarding rates, availability and rental requirements

Small Business Network Inc — Customer Service Representative

04/2008 to 01/2016, Las Vegas, NV

- * Answered heavy volume of calls from members regarding their account and benefits
- * Created weekly billing reports for the owner and upper management
- * Assisted with new employee onboarding including paperwork, orientation, training and creating schedules
- * Provided fill in support when customer service supervisor went on maternity leave
- * Provided soft collections for members that haven't made a membership dues payment

EDUCATION

Centennial High School — High School Diploma

08/2000 to 05/2004