

Brittanie Nunez

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PROFESSIONAL SUMMARY

Qualified customer service. professional with over 10 years of. experience in fast-paced customer service, call center and office environments. Personable and professional under pressure.

SKILLS

- * Customer Service
- * Microsoft Proficient
- * POS System
- * Administrative Support
- * Data Entry
- * Telephone Skills

WORK HISTORY

Telephone Screener/Qualifier
10/2019 to 10/2020

Auto Protection Group

- * Delivered scripted sales talks to customers using an automatic outbound dialing system
- * Provided information about services and overcame objectives using persuasive strategies
- * Consistently met and exceeded weekly sales quotas
- * Trained new employees while following company guidelines

Front Desk Clerk
10/2017 to 09/2019

Sportsman's Royal Manor

- * Provided apartment tours, answered questions and highlighted features of the property
- * Conducted background checks on all potential tenants
- * Compiled end of shift reports for management
- * Submitted work orders to maintenance department
- * Answered multi-line phone, responded to inquiries and transferred calls to correct departments
- * Operated cash register and balanced drawer at the end of each shift

Customer Service Representative 05/2007 to 07/2017
Small Business Network Inc

- * Answered constant flow of customer calls regarding billing issues and product questions
- * Achieved and consistently exceeded revenue quota through product and service promotions
- * Completed weekly billing reports for management
- * Coached new employees on administrative procedures, policies and performance

* Performed routine clerical tasks such as mailing, copying, faxing, filing and scanning

EDUCATION

CCSD Adult Education – Las Vegas, NV High School Diploma

References Supplied Upon Request