**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 \* Data entry

\* Microsoft applications proficiency \* Telephone skills

\* Office administration \* Organization skills

**WORK HISTORY**

Telephone Screener/Qualifier – 10/2019 to 04/2020

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 – 05/2008 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**