

# **Brandi Murray**

**Customer Service Representative • (407) 494-3649**

pritchettb14@gmail.com

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Extremely passionate and energetic guest service representative, with over eight years of customer service experience.

## *Work Experience*

### **Cruise Specialist**

Norwegian Cruise Line - Remote

July 2019 to February 2021

Remote inbound customer service agent that assisted in creating and managing guest reservations

Assisted guests with their online *Latitudes* (customer) account services - managed password resets, online check in information as well as assisted in planning their dream vacations

Advised guests of their accounts and current balances as well as took payment and sent updated confirmations to guests.

### **Member Care Representative**

Convergys/Concentrix - Lake Mary, FL

December 2018 to June 2019

Agent for 2 inbound customer support accounts; Spectrum Video Repair support and Nationwide MCR

Met metrics and received monthly incentives due to performance

Assist customers in prompt, friendly manner - with a smile

### **Cashier/Customer Service**

Cheesecake Factory - Virginia Beach, VA

March 2018 to November 2018

Developed reputation for prompt, efficient service with high level of accuracy

Fielded any guest questions or concerns regarding the bakery

Maintained thorough knowledge of menu and all products

Handled cash precisely, to ensure a balanced cash drawer at close of shift

**Cast Member/Merchandise Associate** Walt Disney Parks and Resorts - Orlando, FL

May 2014 to October 2015

Delivered exceptional customer service to over thousands every single day

Trained to handle multiple computer and POS systems

Efficiently and promptly accessed customers needs and delivered unique guest experiences

## *Education*

**Full Stack Certification** University of Central Florida Coding Boot Camp

Certification in programming languages

Expected June 2021

**Associate of Arts** Valencia College - Orlando, FL

General Education

May 2019 to Dec 2020

**Associate of Science** ECPI University - Virginia Beach, VA

Baking and Culinary Arts

Graduated June 2018

## *Related Skills*

Customer Service (8 years), Microsoft office (10+ years), Positive Attitude, HTML, CSS, Javascript, Node, jQuery, Moment, Bootstrap, Git, Github