


BRITTANY JUNGCLAUS

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PROFESSIONAL SUMMARY

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Server position. Exceptional focus to handle multiple projects simultaneously with a high degree of accuracy. Ready to help team achieve company goals.

SKILLS

- Excellent written and oral communication
- Creative problem solving
- Process optimization
- Great Time management
- Pleasant hospitality
- Sharp memory
- Sales expertise
- Guest Relations Management

EDUCATION

DeVry University
Edina, MN

Computer Science

Bold Senior High School
Olivia, MN • 05/2014

High School Diploma

WORK HISTORY

Trimble Transportation Mobility - Customer Service Specialist

03/2020 - 01/2024

- Achieved high satisfaction rating through proactive resolutions of customer issues.
- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided specialized customer support to internal and external customers.
- Increased efficiency and team productivity by promoting and creating SOPs.
- Developed customer service improvement initiatives to decrease customer wait times.

Trimble Transpiration Mobility - Technical Support Representative

Minnetonka, MN • 08/2017 - 03/2020

- Worked with clients to analyze computing and network needs.
- Installed appropriate solutions within each clients' asset(s).
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Walk-Up resource for other teammates to rely on for more in-depth knowledge.

Premium Retail Services Inc - Oculus Brand Ambassador

Richfield, MN • 11/2016 - 03/2017

- Certified to operate and showcase Oculus Virtual Reality products from Facebook.
- In-depth knowledge of VR equipment, software, and hardware.
- Prepared, presented, and demonstrated the VR experience for clients interested in virtual reality environments.

Mosaic Sales Solutions - Samsung Experience Consultant

Maple Grove, MN • 07/2015 - 10/2016

- Educated clients about their Samsung devices through classes.
- Increased client satisfaction and product distribution for sales goals.
- Partnered closely with Best Buy to educate Best Buy Consultants about Samsung devices to elevate product knowledge and sales.