

**Sandra Channing Seabrook**



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**Objective:** To obtain a technical position for Help Desk specialist or Support specialist.

### **Summary**

Customer service skills: working efficiently to customer satisfaction, assisting customers whether they required assistance or not, and solving any issues that a customer may have within the store policy.

Management skills: working diligently to get tasks done, excellent leadership skills, ability to multi-task and have tasks done correctly, fantastic delegation skills toward sales associates and cashiers, and great communication skills towards other managers.

Technical skills: working on CompTIA A+ certification. Assisting IT infrastructure manager with Jira Help Desk tickets

### **Experience**

Feb. 21, 2008- Jan. 22, 2009      Body Central Cashier      Jacksonville, FL.

- Greeted customers while ringing up merchandise and made sure that the last person they encounter that was employed by the store made their day.
- Assisted customers with accessories to satisfy their fashion expectations.

Jan. 22, 2009-Mar. 9, 2014      Body Central Assistant Manager      Jacksonville, FL.

- Assisted Store Manager with merchandising the store
- Helped train and delegate sales associates and cashiers
- Kept customers satisfied while also upholding policies within the store
- Always kept in mind that customers came first.

Mar.10, 2014-Mar13, 2015      Venus Accountant Specialist      Jacksonville, FL.

- Placed orders to increase overall profit while maintaining a positive attitude during demanding call volume timeframes.
- Capable of navigating complicated accounts to service our customers within the company's standards.

Mar.13, 2015- Feb. 10,2018                      Venus Help Desk Coordinator                      Jacksonville, FL.

- De-escalated customer service inquiries about complicated situations.
- Developed intradepartmental relationship with Credit Card Services, Ecommerce, Audit, and Tracing.
- Provided support for Accountant Specialist by navigating complex accounts and provided additional information to better service the customer and representative.

Feb. 10, 2018- Present                      Venus Workforce Management Specialist                      Jacksonville, FL.

- Implemented procedures to improve staffing levels based on business needs, especially during high demand quarters
- Recognized the opportunity to drive proactive solutions to improve operational functions by manipulating workgroups queues based on representative's skill set.
- Having strong interpersonal relationships with representatives to gain assistance when staffing levels were low.

Mar. 6,2025- Present                      Venus Help Desk Specialist                      Jacksonville, FL.

- Assisting with Jira Help Desk tickets by providing following up questions to ensure satisfaction from internal customers.
- Becoming proficient in Jamf Pro for Apple users in the enterprise.
- Learning commands, such as ping and traceract for command prompt.

### **Education**

- Received Bachelor of Science in Psychology at University of North Florida
- Received Associates in the Arts degree in Psychology at Florida State College of Jacksonville
- Received High School diploma from First Coast High School

### **References**

<u>Name</u>	<u>Relationship</u>	<u>Phone Number</u>
Heidi Chaney	Manager	(904)305-2982
Adrian Johnson	Co-Worker	(251)421-9169
Angie Koltzer	Manager	(904)535-5671