

Brittany Huber

15330 E Evans Ave #107

Aurora, CO 80013

(303) 960 - 7370

brittanyleighhuber@gmail.com

Skills

- Providing outstanding customer service to consumers and professionals with the ability to resolve difficult situations using empathy and compassion
- Excellent interpersonal, verbal and written communication skills, with a variety of LinkedIn Learning courses taken focusing specifically on communication
- Ability to multitask and stay organized, with a technical aptitude to quickly learn new CRM's and processes
- Experience using Salesforce, ZenDesk, Microsoft Office Suite, and various administrative/impersonation tools

Experience***RE/MAX, LLC - Product Support Specialist***

March 2019 - Present

- Troubleshoot and resolve technical issues with products offered to RE/MAX agents
- Communicate with third party vendors, along with internal departments to escalate issues when needed
- Maintain an organized ticket inbox by adhering to response SLA's and providing agents and vendors with timely updates

Zillow Group, Denver, CO – Client Engagement Specialist

April 2017 - March 2019

- Connected consumers to real estate professionals in a high-volume call center role via inbound/outbound phone calls, text and email
- Assisted quality assurance team by tracking trends with coaching opportunities to determine areas of improvement with training and policies
- Helped draft documents to develop standard operating procedures for the department to utilize and adhere to

Sunglass Hut, Lone Tree, CO – Sales Manager

September 2013 – November 2016

- Ensured that sales goals and KPI's were being met and exceeded on store and personal level at top performing store in region
- Managed store documents to adhere to company policy for store audits
- Audited paperwork and followed up on discrepancies to ensure operational excellence