**Ashlyn Brown**

812 Windy Meadow DeSoto, Texas

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# OBJECTIVE

To obtain a challenging position where I can use my administrative and clerical skills, and where I have an opportunity to learn and advance.

# SKILLS & ABILITIES

* Excellent Customer Service Skills
* Good Organizational Skills
* Experience with handling money and financial transactions
* Good written and oral communication skills
* Excellent Proofreading Skills
* Experience operating various office machines including copiers and fax machines
* Self-Motivated and Resourceful
* Computer Software: MS Microsoft Word 10

MS Power Point

MS Excel

Photoshop (Mac Computer)

# WORK HISTORY

**Teletech** Ennis, Tx

Full-Time Inbound Customer Service/Progressive Insurance 04/2018-11/2018

* Assist policy holders with payments inquiries/change on policies/updating information

on policies

* Assist policy holders with trouble shooting account
* Heavy customer service call volumn

**City Of Red Oak** Red Oak, TX

*Full-Time, Temporary Human Resource Assistant 08/2017- 11/2017*

* Filing confidential documents
* Organizing employee files
* Scanning resumes, and other important documents
* Any assistance needed to the Director

**Check n Go** Grand Prairie, TX

*Part Time Customer Service Representative 06/2016 to 10/2016*

* Answered phones
* Processed customer loan applications
* Answered customer inquiries regarding loan and product offerings
* Assisted in the daily upkeep of store premises and opening and closing of the store

**United States Postal Service (USPS)** Dallas, TX and Red Oak, TX

*Full time Mail Carrier 11/2015 to 04/2016*

* Carries and distributes mail, and packages to business, and residential areas

**HLH&R Metals Recycling** Waxahachie, TX

Full Time Cashier and Office Clerk 10/2014 to 11/2015)

* Greeted customers and answered phones
* Data entry, using Microsoft Excel, and Microsoft Word.
* Filed documents
* Cashier duties
* Balanced the cash drawer
* Assisted management with Dispatch
* Weighed customers on the scale for precise amount sold

**U.S Security Associates** Dallas, TX

## Full Time Unarmed Security Officer 07/2014 to 10/2014

* Receptionist, Answered the phone and greeted guests
* Directed guests to the correct room for training
* Transferred management calls, and contacted supervisors for interviews
* Dispatcher, instructed drivers to different docks
* Entered truck data into computer system
* Scaled trucks in and out
* Printed driver and company documents

**Kohl’s Distribution E-Commerce Fulfillment Center** Desoto, TX

## Part Time Flex Material Handler 07/2013-01/2014

* Picks, and packs merchandise, and merge order
* Replenishes merchandise
* Verifies accuracy of production or location; may set or assign locations of products
* Other duties as assigned

**Dallas Zoo** Dallas, TX

*Cashier 04/2012 to 04/2013*

* Cashier duties
* Greeter/ Customer Service
* Assisted customers with directions and other information
* Assisted other departments when needed

**EDUCATION**

* *Skyline High School, Dallas, Texas**08/2009 to 05/2013*

High School diploma, studied Graphic Design

* *Texas A&M University-Commerce, Commerce, Texas 08/2013 to 09/2014*

Criminal Justice

# TRAINING AND MEMBERSHIPS

* Dallas County Court Intern
* Girls Inc. Intern