

NIKKI BROWN

CUSTOMER SUPPORT

ABOUT ME

I'm a curious, empathetic, and independent support professional. I love building relationships with customers and helping them solve problems through education, technical support, brainstorming, or whatever other means necessary!

SKILLS

- Efficient and friendly customer support
- Teaching complex topics to diverse groups of students
- Providing support via multiple channels
- Can identify student needs
- Adobe Creative Suite
- Slack and video conference systems
- Jira, Confluence
- HTML/CSS, JavaScript
- SEO, Google Analytics

CONTACT INFORMATION

Phone: 360-920-3644
Email: nikki.m.brown@gmail.com
nikki-b.github.io
Spokane, WA 99223 USA

EXPERIENCE

Public Services Specialist

Spokane County Library District - Spokane, WA (2018 - Present)

- Performs prompt and friendly readers' advising and information services to customers in person, over the phone or by email
- Conducts library programs such as story times, book clubs, technology training classes, and craft
- Instructs customers in the use of library equipment and technology

Shift Supervisor

Starbucks - Redmond, WA (2017 - 2018)

- Provided consistent, prompt, and friendly customer service while deploying store partners according to business needs
- Trained partners on policies, food handling and preparation, store closing duties, and (most importantly) making the moment right for every customer.

Front-end Developer

Stella & Dot - Seattle, WA (2016 - 2017)

- Developed as part of a small, Agile team for redesign of a large e-commerce platform
- Personally responsible for: messaging system between customers and stylists, stylist profile pages, email unsubscribe, third-party integrations, social sharing features, SEO, and analytics.

Web Development Apprentice Instructor

Coding Dojo - Bellevue, WA (2015)

- Led students in four-week courses on HTML/CSS, PHP, JavaScript, and Ruby
- Provided code reviews, project coaching, daily subject lectures, and demos
- Mentored recently graduated students on deploying projects and creating a portfolio.

Account Manager

Propel Insurance - Olympia, WA (2013 - 2014)

- Managed over one hundred commercial insurance accounts for Seattle-area non-profit organizations and schools
- Advised customers on protecting businesses and customers by maintaining up-to-date records and covering liability correctly

Customer Service Representative

UPMC Health Plan - Pittsburgh, PA (2012 - 2013)

- Provided support to health plan members via phone, chat, and e-mail regarding coverage, claims issues, and insurance legislation updates
- Became subject expert and trainer for third-party plan administration support
- Conducted wellness outreach campaigns to inform members of recommended preventative care

Associate Insurance Account Executive

Automatic Data Processing - Coraopolis, PA (2010 - 2012)

- Advised small and mid-sized businesses on commercial insurance coverage.

EDUCATION

Western Washington University

Bachelor of Arts in History, Class of 2010