

Brittney Burton

Chicago, IL 60649

brittneyburton97_m6o@indeedemail.com

(773)510-2760

I am looking to obtain a challenging, goal oriented, professional position where I can utilize my skills, and contribute my knowledge and experience within a company that will give me an opportunity to develop my skill sets; geared towards a growth-oriented career.

Work Experience

CSR-Tracking Specialist

Uber Freight - Chicago, IL

January 2020 to May 2020

Customer support with several departments to address customer's toughest issues. Handle escalations on various issues. Staying organized including handling updated loads, setting next call back times, and providing notes that can be painted a detailed story into the next shift.

CSR - Customer Service Representative

BSwift-Randstad In House Services - Chicago, IL

September 2019 to November 2019

Help customers enroll in their benefits, (Health,Dental,Vision,401k, etc).Process enrollment related transactions and take ownership of issues through resolution. Medical Terminology used.

Onboarding Coordinator

Ubereats-Apex - Chicago, IL

June 2018 to January 2019

Building strong communities through thriving small businesses or update account settings.Handle a high volume of restaurants contacts through e-mail, video training, chat.Analyze and report.Respond to Restaurant complaints and service-related inquiries professionally and compassionately. Professionally handle incoming requests from Restaurants and ensure tools and resources are best utilized to resolve concerns. Help restaurants get started on Ubereats platform. Salesforce experience. Knowledge of word excel and power point.

Supervisor

Universal Security Corp - Chicago, IL

April 2017 to June 2018

Monitors staff by patrolling with them by auto or on foot assigns areas for officers to patrol and presents a list of potential problems officers should be on the lookout for and leads periodic safety drills for employees and patrons in the business.

Security Officer

Securitas Security Services USA, Inc - Chicago, IL

May 2016 to June 2017

Prepare daily activity logs and reports, guarding, patrolling, monitoring, and controlling assigned premises in order to curtail vandalism, theft, and violence, responsible for the entry and departure of employees and guests that enter and exit the premises. Make sure everyone enter the building is safe. Customers service

Customer Service Representative

Grubhub - Chicago, IL

April 2016 to March 2017

Work with customers to resolve inquiries, provide troubleshooting assistance to customers. Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals. Maintain a high level of world class customer service and professionalism to wide range of customers.

Sales Associate/Customer Service

Toys 'R' Us - Gurnee, IL

July 2012 to May 2016

Responsibilities

Ensure high levels of customer satisfaction through excellent sales service, Team up with co-workers to ensure proper customer service, Answered customers' queries and concerns, Greeted customers and determined their needs and wants, and Maintained sales records for inventory control

Education

High school or equivalent in College Prep

Waukegan High School - Waukegan, IL

August 2009 to 2012