Brittany D. Askew

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Objective

To use my current knowledge and acquired skills to further my career in a customer service

Oriented setting, all while creating an excellent customer service experience for the customer.

Employment and Experience

October 2015 – Current

BGE – Revenue Protection

Contractor/Billing Clerk

* Maintained high volume email inbox and calls for customers applying for electric service
* Completed functionality with companies software system
* Assisted in creating a safe environment regarding companies theft investigations for customers

June 2014 - Current

Kay Jewelers

Sales Associate/3rd Key Holder

* Opened and closed store
* Assisted in managing inventory and merchandise in the store
* Cash management skills, performed banking deposits
* Created an ultimate customer service experience while selling high end jewelry

June 2011 – March 2014

EZ-GO Car Rental

Operations/District Manager

* Supervised employees and 7 different locations
* Supervised all operations dealing with company paperwork, debt collections, tickets
* Coordinated interviews for potential employees and hiring process
* Cash Management, performed bank deposits
* Filing, scheduling, and emailing important company documents and information

Skills and Accomplishments

* Problem solving skills
* Organization skills
* Excellent customer service skills
* Strong communication skills
* Microsoft Office (Excel, Word, PowerPoint, Publisher, Outlook)
* Type 50wpm

Education

September 2004- 2008, Baltimore City College High School, Baltimore, MD

* Graduated High School Diploma