

# Brandi Haynes

## Customer Service

Atlanta, GA 30328

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5107039692

Highly focused and detail oriented individual, valued for multi-tasking abilities, strong organizational proficiency, creative problem solving skills, and efficient team management. Employers and colleagues consider me to be resourceful, proactive, dependable, communicative and a great team player. I adapt easily to dynamic, fast paced environments and can prioritize multiple activities to ensure they are completed in an efficient manner.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Leasing Professional

Greystar Property Management - San Francisco Bay Area, CA

May 2019 to January 2021

- Greet all residents, prospects and vendors as they enter building
  - Answer and route phone calls to appropriate team members
  - Maintain guest suite schedule, suite cleanliness and payments are received
  - Manage all package deliveries for property and residents
  - Help community team with scheduling, planning and organizing resident activities and programs
- As well as Follow up with leads, prospects, complete leases

### Home Care Aide

Home Helpers of San Mateo County - San Mateo, CA

May 2020 to December 2020

Assisting/taking care clients in their home

### Claims Representative

Mobile Auto Glass Repair - San Francisco, CA

April 2019 to August 2020

Assist insurers and clients with glass claims

Process paperwork

Take Inbound & Place Outbound calls

### Front of House Supervisor / Catering Chief

Wolfgang Puck Catering - San Francisco, CA

October 2015 to May 2019

Supervision of a Front of house staff responsible for serving over 1200 clients per day ● Coordination and preparation of catering for clients and CEO's ● Responsible for weekly front of house inventory ● Processing of cash and credit card payments ● Ordering of restaurant product from various vendors ●

Maintaining positive relationships with guests ● Stocking and replenishing inventory following approved merchandising guidelines

### **Cashier**

Taco Bell - Oakland, CA  
March 2015 to July 2016

Maintained high standards of customer service during high-volume, fast-paced operations ● Followed procedures for safe food preparation, assembly and presentation ● Assisted Management with inventory and stock ordering ● Resolved complaints promptly and professionally ● Mastered POS computer system for automated order taking

### **Fragrance Specialist/ Freelance Makeup**

Sephora - Emeryville, CA  
October 2013 to February 2014

Determined client skincare needs and suggested products to meet those needs ● Shared product knowledge with clients ● Provided client touch ups and skin consultations ● Participated in inventory control and loss prevention

### **Community Liaison**

Healthy Oakland, Alameda County Faith Initiative  
May 2012 to June 2013

Answered phones and made outgoing referrals ● Managed foster care/adoption orientation inquiries

### **Cashier/Florist**

Karen's Flowers - Oakland, CA  
January 2008 to March 2012

Managed cash and credit card sales ● Responsible for phone and in store orders ● Flower preparation ● Assistance with administrative tasks

### **Data Entry Clerk**

Eastmont Wellness - Oakland, CA  
May 2007 to June 2008

Entry of client information into internal database

## Education

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### **AA in Criminal Justice**

Merritt College - Oakland, CA  
August 2019 to September 2020

### **High school diploma or GED**

## Skills

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- 30 WPM (6 years)
- Customer Relations (Less than 1 year)

- Data Entry (3 years)
- Event Planning (1 year)
- MS Office (Less than 1 year)
- Marketing
- Sales (2 years)
- Communications (3 years)
- Training
- Cash Handling (10+ years)
- Customer Service Skills
- Receptionist
- fast learner (10+ years)
- Management
- Customer Service (10+ years)
- Front Desk (2 years)
- Case Management
- Social Service
- Filing (4 years)
- Organizational Skills
- Outlook
- Yardi (2 years)
- accounting
- Microsoft Outlook
- Floral Design
- Catering
- Property Management
- Merchandising
- Office Management
- Fair Housing Regulations
- CRM Software
- Loss Prevention
- Makeup Application
- Home Care (1 year)
- Property Leasing
- Team Management (3 years)
- Research
- Pricing
- Fundraising
- Employee Orientation
- Resident's rights (1 year)
- Care plans

- Personal Assistant Experience (3 years)
- Social media management
- Bookkeeping
- Conflict Management (3 years)
- OneSite (1 year)
- Laundry
- Cleaning
- Hotel experience
- Guest services
- Upselling (3 years)
- Typing (10+ years)
- Restaurant experience
- Cooking
- Multi-line phone systems (2 years)
- Host/hostess experience
- Multi-line phone systems
- Budgeting
- Experience with children
- Childcare

## Certifications and Licenses

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### **Home Health Aide**

May 2020 to Present

Registered to the State of California

### **ServSafe**

## Assessments

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### **Customer service — Highly Proficient**

February 2021

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.