



# BRIANNA BROWN

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## Contact

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## Education

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HIGH SCHOOL DIPLOMA  
RICH SOUTH  
2018

## Profile

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Highly motivated and creative customer service professional with 3+ years of experience managing employees and customers with clear and transparent interaction. Demonstrated ability to ensure that appropriate changes are made to resolve customers' problems and refer customer grievances to designated departments for further investigation. Familiar with the processes of customer needs assessment, quality standards for services, and customer retention. Committed to remaining constantly aware of customer needs to ensure recurring business opportunities.

## Experience

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### SALES REPRESENTATIVE

*RE: WORK TRAINING | 2020 – CURRENT*

- Devise, deploy, and monitor processes to boost long-term business success and increase profit levels by 10%.

### RETAIL / CUSTOMER SERVICE

*WALMART COUNTRY CLUB HILLS | 2018 - 2019*

- Independently recruited for high technology positions, due to a high-performance rating, fulfilling 80 functions monthly.
- Analyzed statistics to determine the team's customer service performance and provided resources to meet the company's goals.
- Diligently handled up to 15+ customer inquiries per day on various topics, including resolving complaints, providing additional product details, and adjusting orders.
- Guaranteed customer satisfaction by acting as key contact for issue resolution and escalation to appropriate departments.
- Evaluated potential candidate skills, qualifications, and experience against the requirements of the position.
- Successfully implemented new customer service strategies, which increased customer service satisfaction by 9%.
- Successfully created and maintained exceptional customer, employee and shareholder value by providing excellent customer service receiving an average 85% customer satisfaction rating.

# Skills

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Microsoft Office Suite

Customer Service

Management

Client Retention Strategies

Merchandising / Product

Front-End Supervision

Sales Force

Client Relations

Team Leadership

Conceptual Development

Reporting

Process Improvement

Quality Control

Compliance

# Achievements

Course Best Practices of  
Corporate Governance

Legal English Course at FGV  
Direito Rio

Finance to Non-financers

European Law

Brand agent at ABAPI

Social Talent Black Belt Recruiter

## RETAIL / CUSTOMER SERVICE REPRESENTATIVE

*SALVATION ARMY | 2019 - 2020*

- Enhanced employee knowledge and improved job satisfaction by keeping employees abreast of any procedure changes and remaining calm and courteous to all parties even during moments of customer dissatisfaction.
- Provided continued individual training in telephone communications skills, product knowledge, product technology and available resources for quick problem-solving resolving issues at a 90% rate.
- Efficaciously built lasting business relationships through performance and credibility and developed a positive rapport with people at all levels of responsibility and turned a negative sales trend to a positive 15% growth over the year.
- Collaborated with other employees to develop methods and procedures to increase sales and consistently kept seeking out new opportunities to expand current markets, and promote business.
- Emphasized product features based on analysis of customers' needs and on the technical knowledge of product capabilities and limitations which consistently received 100% customer satisfaction ratings
- Successfully made contact with 150+ new customers per month while maintaining follow up with previous customers.