

Aleisha Breggins

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WORK EXPERIENCE

Crew Logistics Coordinator | January 2023- Current

Wheels Up, Atlanta Ga

- Promote solutions that increase efficiency
- Booking all travel, hotel accommodations, airline travel on/off tour, training travel and rental car scheduling for crew members
- Organizing crew weekly trips

Resident Service Coordinator | April 2022- Jan 2023

Progress Residential, Alpharetta Ga

- Manage phone lines and facilitated over 20+ calls a day with clients, vendors, and staff.
- Solve up to 15 customer digital tickets per day to increase customer loyalty and satisfaction.
- Enforce policies to enable assigned portfolio to function according to quality standards and operating objectives.
- Assists in creation and circulation of weekly, monthly, quarterly and annual reporting.
- Orchestrate the digital scheduling of up to 25 appointment per day to maximize customer satisfaction, efficiency and company revenue goals.
- Act as a liaison between the area market, business development team, and client services team members.

Lead Customer Service Agent | July 2019-May 2021

Envoy Airways, Buffalo NY

- Proactively memorized over 55 company products and services.
- Trained 15+ new hires on company - specific policies, procedures and compliance guidelines.
- Politely resolving customer concerns using the L.A.S.T model.
- Accurately processing sales & ticketing transactions.
- Assisting customers with digital check in while enhancing their experience through great customer service.
- Received 5 star customer satisfaction rating through voice, chat and email communication.

Supervisor | October 2017-July 2019

Delta Global Services, Buffalo NY

- Oversight of the Customer Service Team which includes scheduling, hiring, conflict resolution, and project management.
- Ensure customer satisfaction reflects the company mission statement.
- Collaboration with business partners to promote the best customer service experience.
- Mentored employees on the importance of meeting performance metrics through training programs and hands-on training.
- Initiated Employee Appreciation program for the team at the Buffalo station.
- Issued discipline to ensure company customer service expectations were met by team
- Leading weekly meetings to discuss past performance and forward progression for performance improvement.
- Provided administrative and clerical support via EMR systems and Microsoft Excel.

EDUCATION

Mckinley High School, Buffalo NY | September 2011 - June 2015 | Printing & Graphic Design Program

Erie 1 Boces, Buffalo NY | April 2021 - May 2021 | New York State License Waxologist

SKILLS

Thrives in a fast paced environment, Advance proficiency in Microsoft Office, Salesforce, Yardi, and Adobe, Workflow Delegation ,Process Improvement ,Client Relationship Building, Strong organization skills,Account Management ,Reconciliation, Data Gathering and Event Management