

Sandra BrownSexton

Customer Support Professional

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I am a highly motivated and dedicated professional with a strong background in customer service and administration. With excellent communication and problem-solving skills, I am able to handle inquiries, complaints, and communicate effectively with a wide range of individuals. Seeking a challenging opportunity with a company that promotes teamwork, growth, and supports individuals in realizing their full potential

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Remote Customer Service/Administrative Intern

Peninsula Family Services - San Mateo, CA

March 2022 to Present

Answer customers' questions and provide customer service, HR Support

Certified Home Caregiver

IHSS -Santa Clara/San Mateo - County Public Authority - San Francisco Bay Area, CA

June 2021 to Present

Training, Schedule Appointments, Personal Care Provider

Certified Mail Handler, (USPS)

United States Postal Service - Redwood City, CA

October 2019 to July 2021

Process and Deliver Mail and Packages to various locations, Certified Mail Handler, Certified USPS

Relief Property Manager

Public Storage - Belmont, CA

January 2019 to August 2019

Maintain properties, Sales, Inventory, Training, Schedule Appointments, Presentations, Problem-solving, Customer Service

Customer Service Event Specialist

Advantage Solutions - Mountain View, CA

September 2018 to April 2019

Set-up and present promotional product at various locations

Delivery/Passenger Driver

DoorDash/Uber Partners - San Francisco, CA

April 2016 to April 2018

Pick up packages/passengers and deliver to specific destinations, receive payment by cash and credit card, use internet GPS apps and live chat portals, and Customer Service.

Cashier/Customer Service

Target - Redwood City, CA

December 2014 to May 2016

Receive payments by check, cash, and credit card. Answer customers' questions and Provide customer service. Third place in increased Consumer Retention and Credit Card Sales.

Millworks/Credit Specialist

The Home Depot - East Palo Alto, CA

March 2013 to August 2014

Custom design Special Doors and Windows, Receive payment by cash, check, credit card, Issue receipts, refunds, credits, Resolve customer complaints, Answer customers' questions and Provide customer service,

Achieved third place in District Speciality Sales.

Education

A.A.S. in Sociology/Business Administration Management

San Mateo Community College District - Redwood City, CA

January 2022 to Present

AAS in Business

Ohlone College - Fremont, CA

August 1990 to May 1991

College Prep in General Studies

Rogers High School - Toledo, OH

September 1980 to January 1984

Skills

- Well-organized
- Call handling
- Managing Customer Data
- Interpret customer feedback
- Resolving problem
- Efficient.
- Managing expectations
- Telephone Etiquette
- Multi-Tasking
- Customer satisfaction

- Listening to customers
- Customer service
- Email handling
- Human Resources
- Administrative Experience

Certifications and Licenses

Driver's License

Food Handler Certification

Caregiver Certification

Certified Home Health Aide

Certified Administrative Professional