

Antonette M. Brown

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Objective

I would like to work for a company that will enhance the skills I already have as well as provide the opportunity for personal and professional growth and advancement opportunities.

Experience

May 2016 – June 2016	Maximus	Folsom, CA
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Customer Service Representative

- Responds to customer phone inquiries in a prompt, courteous and concise manner.
- Provides callers with an unbiased information to assist customers with application and eligibility requirements.
- Accesses, reads, and interprets customers and provider data elements within customer's application. Performs accurately all data entry functions to reflect customer activity/transactions.
- Answers customer questions and assists in problem resolution. Assists customers in the enrollment process. Documents all customer encounters in clear and concise

Dec 2014 - March 2016	Walmart	Elk Grove, CA
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Cashier

- Operated cash register with proficiency.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Computed accurate sales prices for purchase transactions. Processed and issued money orders for customers.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Received payment by cash, credit cards, or debits, and issued receipts, refunds, credits, or change due to customers.

Jan 2014 - May 2014	CA Franchise Tax Board	Sacramento, CA
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File Clerk

- Processed confidential tax form information.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Handled cash and deposits using the proper accounting procedures and documentation.
- Processed and routed incoming mail.
- Reviewed files to check for complete and accurate information

Education

Jan 2016 – Present	Sacramento City College	Sacramento, CA
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