



## Brittany Musgrave

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### Profile

To obtain a career within a successful corporation, where my dedicated work ethic and solutions focused approach are utilized in either a team environment or as an individual contributor. By positioning myself in front of upper management and clients, I will establish myself as a creditable and respectable business professional.

### Experience

#### **TEAM MEMBER, TEAVANA; RANCHO CUCAMONGA, CA — 2014-2015**

- Being well educated on all products and benefits they provide.
- Making sure all customers needs are fully satisfied, by identifying the best products per individual.
- Thrive on interaction and consistently meeting or exceeding their sales and customer service goals.
- Provide outstanding customer service (greet and acknowledge every customer).
- Enjoy helping people improve their well-being by promoting the health benefits of tea.
- Maintain a detailed knowledge of the companies' products and services.
- Maintain an awareness of all promotions and advertisements.
- Taking customers orders and completing transactions.
- Preparing teas for our customers and effectively processing, replenishing and monitoring store merchandise levels.

#### **MODEL, ABERCROMBIE KIDS; RANCHO CUCAMONGA, CA — 2011-2013; 2014**

- Created an environment of exceptional customer care and service.
- Handled and responsible for tendering cash and purchasing transactions.
- Active in exceeding expectations by being punctual and available to work.
- Able to multi-task by prioritizing by level of importance while maintaining quality of service.
- Responsible for reaching sales goals as well as maintaining store standard.
- Receiving and processing shipment into the stock room inventory.
- Greeting customers with an upbeat, positive, and friendly manner.
- Ability to work and communicate with a variety of individuals.

#### **DATA ENTRY SPECIALIST, DEPENDABLE HIGHWAY EXPRESS; ONTARIO, CA — 2013**

- Responsible for manually entering manifest into the computer.
- Expected to 10-key all billing numbers.
- Posting current information onto a web link for other terminals.
- Scanning bills and delivery receipts then committing it to the web link.
- Sending emails to other terminals.
- Alphabetizing all the bills that have been scanned.
- Sorting through the delivery receipts for over charges.
- Making copies of bill slips.

### Education

California State University San Bernardino, San Bernardino, CA — In Progress  
Etiwanda High School, Etiwanda, CA — Diploma, 2012

### Skills

- Hands on CPR certified.
- State of California Food Handler certified.
- Computer: MLS, Proficient in Microsoft Office Suite, Outlook, Internet, Express It, On Base, Capture Perfect, Scanner.
- Excellent customer service and communication skills.

Other

ORGANIZATIONS —

**DIRECTOR OF INTERNAL CHAPTER EVENT, ALPHA PHI SORORITY; SAN BERNARDINO, CA — 2013-2014**

- Reports to the Vice President of Risk Management.
- Serves on the Risk Management Department.
- Serves on Program Council.
- Plans and executes the internal social events for the chapter.
- Plans and executes internal social events for chapter and guests that include third party vendors.
- Collaborates with the Vice President Risk Management and the Risk Management Departments to ensure all internal events are safe and conform to the Policies and Procedures of the Alpha Phi International Fraternity, Inc., Standing Rules, and Chapter completes and submits Event Planner Forms in a timely manner to the Vice President of Risk Management.

VOLUNTEER —

**VOLUNTEER-CLUB COORDINATOR, ETIWANDA HIGH SCHOOL CAREERS AND COMMUNITY CLUB; RANCHO CUCAMONGA, CA — 2011**

- Etiwanda High School club dedicated to helping the local communities.
- Volunteering at shelters.
- Coordinating Donation drives.
- Working events for donations to local shelters.
- Organizing fundraisers for the community.
- Designing and printing flyers for club fundraising events.
- Taking the time to make blankets for donation.
- Meeting with local businesses to arrange sponsoring.

AWARDS —

President's Community Service Award — Alpha Phi 2014 Academic Honors –  
Etiwanda High School 2012 Community Service Award – Etiwanda High School 2012

References

Freddie Ramos; Ontario Dispatch Manager, Dependable Highway Express — (909) 923-0065  
Sarah Robinson; Store Manager/Supervisor Abercrombie & Fitch Co. — (909) 434-7460  
Sajira Castaneda; Advising/Manager, Freelance – (805) 540-8974