



**Brittany Dempsey**  
484 Pamela Drive  
Bay Point, CA 94565  
(510) 978-3531  
brittanydempsey68@gmail.com

## **PROFILE**

Customer service professional with several years experience interacting with the public. Highly qualified in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality performance with an ability to learn new procedures quickly.

## **CAREER ACHIEVEMENTS**

- Mediation and problem solving skills.
- Effective management, technical, and supervisory skills.
- Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual.
- Recognized for long hours, commitment to customers, and attention to detail, professionalism, and follow-up.
- Use clear, concise communication skills in conjunction with organizational skills to perform daily duties.
- Work well as a team member or independently.
- Met or exceeded all performance goals to date.
- Resourceful, energetic, competent, multi-task and results-oriented.
- Commended for dedicated work ethic and rewarded by steady promotions and training in all aspects of work.

## **EXPERIENCE**

**Goodwill Industries**  
Material Handler

**Pittsburg, CA**

**2016-Present**

- Loaded and unloaded materials to and from designated storage areas, such as racks and shelves, and vehicles, such as trucks
- Stacked and arrange donations for display for retail stores
- Installed protective devices, such as bracing, padding and strapping, to prevent shifting and damage to items being transported
- Recorded number of units handled and moved, using daily production sheet and work tickets
- Secured lifting attachments to materials and conveyed load to destination

**Walmart**  
Retail Associate

*CASH*

**Antioch, CA**

**2015 - 2016**

- Explain products or services and prices, and answer questions from customers.
- Provides top quality customer service at all times and to every customer.
- Performs daily cleaning and maintains a safe work environment.
- Complies with company standards on carding customers for all age restricted products
- Prepares merchandise, cleans, stocks and maintains food prep area in compliance with health codes
- Inventory merchandises as instructed by management.
- Secures all funds in safe or register. Makes timely drops and maintains cash drawer at or below maximum level