



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

Pittsburg, CA

2016-Present

Material Handler

- 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

CASH

Antioch, CA

2015 - 2016

Retail Associate

- 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