

Brittany C. Jones

3501 N. Buckner Blvd

Dallas, TX 75228

(469)6855225

**Job History:**

Willis Towers Watson

01/2017-12/19/2018

**Job Duties:** Provide outstanding customer service, answering questions regarding medicare plans, making outbound calls, provide retirees with hra information, troubleshooting reimbursements and website issues.

AMAZON

10/2015-01/2017

**JOB DUTIES:** Received positive remarks from supervisors on numerous occasions .Daily duties include packing, sortation, and ensuring orders. Ensured customer orders are shipped out before (CPT) Critical Pull Time. Responsible for assignments completed in timely manner in problem solve department.

PFS WEB

03/09/2015-01/08/2016

**JOB DUTIES:** Answer calls and respond to emails, Handle customer inquiries over the phone and by email. Research required information using available resources .Manage and resolve customer complaints, provide customers with product and service information, enter new customer information into system. Process orders, forms and applications. Identify and escalate priority issues .Route calls to appropriate resource. Follow up customer calls when necessary. document all call information according to standard operating procedures.

BAYLOR HOSPITAL AT DALLAS

~~06/23/2014-09/28/2015~~

**JOB DUTIES:** Record Clerk for the Clinical Nutrition office at Baylor Hospital Dallas. Job Duties include printing patient's menus according to dietary needs. Helping patient's select menu selections over the phone or in patient's room. Answer email and telephone inquiries. Attend weekly team meetings. And occasionally help prepare meals.

WALMART

04/04/2011-04/25/2014

**JOB DUTIES :**Processed bills, invoices and account statements. Cashed customer's payroll and income tax return checks.Communicated with customers, and employees to answer questions and explain information. Ensured quality customer service was given to each customer.

**References**

- Kristin Ringo, Clinical Dietitian, Nutrition Services at Baylor Hospital Dallas (214)298-9546
- Brenda Denson, Diet Technician, Nutrition Services at Baylor Hospital Dallas (972)333-9778
- Jenny Johnson, Floor Supervisor, PFSWEB (214)757-9236