

Sonja Brown
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OBJECTIVE

CUSTOMER SERVICES Representative

SKILLS

<ul style="list-style-type: none">● Motivated● Multi-line Phones● Excellent Communication Skills● Customer Service● Microsoft Office● Fast Learner● Multi- Tasking	<ul style="list-style-type: none">● Organized/ Responsible● Data Entry● Filing, Copying and Faxing● Electronic Payment Processing
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QUALIFICATIONS

- Several years of customer service in retail and home improvement industry
- Responsible for telemarketing for home improvement products
- Contacted over 40 customers per day to set up sale appointment
- Utilized Microsoft word to process policy cancellations and renewals
- Responded to customer inquiries regarding claims. Set up claim file on computer system
- Received payments for products and merchandise sold to customers
- Responded to customer calls regarding inquiries regarding home improvement jobs
- Utilized internet based software programs to process claim and customers request
- Worked as a cashier for Retail Store.
- Processed all types of cash and credit card transactions
- Worked in school age kids in recreational and academic setting
- Designed curriculum for math, reading and science afterschool program
- Receptionist for Sacramento Start. Responded to parents calls regarding services

PROFESSIONAL EXPERIENCE

Customer Services/Dee's Enterprises Sacramento, CA 6/2010 - Present
Customer Services Representative - K-Designer - Sacramento, CA 01/2007- 07/2007
Retail Clerk: Sears Roseville, Ca 10/2005- 01/2006
Program Leader Sacramento START 7/2007 – 8/2011
Crew Leader AmeriCorps Sacramento, CA 8/2008 -8/ 2013

EDUCATION

High School Diploma, Center High School, Antelope, CA