

Sonja Brown
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OBJECTIVE

CUSTOMER SERVICES Representative

SKILLS

- Motivated
- Multi-line Phones
- Excellent Communication Skills
- Customer Service
- Microsoft Office
- Fast Learner
- Multi- Tasking
- Organized/ Responsible
- Data Entry
- Filing, Copying and Faxing
- Electronic Payment Processing

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 processed policy cancellations and renewals
- Responded to customer inquires 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