

# Kabriesha Brown

Austin, TX 78723

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+1 737 268 8763

Motivated employee with exceptional customer service and office skills. Analytical, detail oriented and organized. Experienced in cash handling, leadership, and training skills.

## Work Experience

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### **Caregiver**

D&S Community Services - Austin, TX

June 2020 to Present

Care for elder and disabled

Assist with grooming cleaning and cooking

### **Caregiver**

Collinfield house - Austin, TX

April 2019 to November 2019

1. Care for elderly
2. Prepare meals
3. Cleaning
4. Grooming

### **Housekeeping**

DOUBLETREE HOTEL - Austin, TX

August 2015 to May 2016

Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing

- Ensure all rooms are cared for and inspected according to standards
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Deal with reasonable complaints/requests with professionalism and patience

### **Data Entry**

INTERACTIONS - Austin, TX

September 2014 to August 2015

Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.

- Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.

### **Customer Service Rep**

NEXXLINX - Austin, TX

June 2012 to August 2013

Attracts potential customers by answering product and service questions; suggesting information about other products and services.

- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

## Education

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### **High school diploma**

AUSTIN CAN ACADEMY - Austin, TX  
2013

## Skills

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- Customer Service: Excellent customer service, confidentiality, professionalism, effective communication skills, both oral and written
- Meal Preparation
- Caregiving
- Home Care
- Cooking
- Nursing
- Senior Care
- Laundry
- Customer service
- Vital Signs
- Technical support
- Alzheimer's Care
- Medication Administration
- Dementia Care
- Personal Assistant Experience
- Microsoft Excel
- Hospice Care
- Cleaning Experience
- Memory Care
- Childcare

## Certifications and Licenses

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### **CPR Certification**

### **First Aid Certification**

**CNA**