

Briasha Ethridge

Customer service

Greenwood, SC 29646

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Administrative and Customer Service Professional with offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

Willing to relocate to: Mauldin, SC - Greenville, SC - Laurens, SC

Authorized to work in the US for any employer

Work Experience

Quality Inspector

Samsung - Newberry, SC

January 2022 to Present

- Conduct Product Tests and Assessment. The main duty of a quality control specialist is testing and assessing products, usually in an industrial or warehouse setting. ...
- Identify Product Defects. ...
- Record and Report Issues. ...
- Support Process Improvements. ...
- Make Necessary Repairs.

Forklift Operator

Electrolux - Anderson, SC

January 2021 to December 2021

1. Line hauling, loading and unloading freight vehicles using related equipment.
2. Picking and packaging orders.
3. Warehousing and shipping.
4. Maintaining simple inventory.
5. Verify items received.
6. Check the conditions and quality of items received.
7. Perform quality checks and safety measures.

Customer Service Representative

Spectrum - Mauldin, SC

November 2019 to December 2020

- Keep detailed records of all calls, customer complaints, comments, transactions, and actions taken or changes made
- Received a 92% satisfaction rating from customer surveys in one month
- Create tickets regarding customer issues such as product malfunction
- Refer unresolved customer issues to specialized departments for more qualified assistance
- Recommend product and service upgrades when opportunities arise

Customer Services Representative

Sitel Group - Spartanburg, SC

March 2017 to November 2019

- Greet transfer and hold calls
- Build rapport, listen, clarify and manage conversational flow
- Manage upset customers, conflicts and challenging situations
- Deliver outstanding service

Customer Service Representative

Alorica - Simpsonville, SC

June 2014 to March 2017

- Confer with customers over the phone regarding account details, billing, and questions or concerns
- Sold 10 new products or services to existing customers per month
- Ensure that changes made to customer accounts are proper and efficient
- Resolve customer complaints by explaining services, exchanging or accepting returns of unwanted services or merchandise, and clear communication
- Find solutions to customers' problems by listening intently and researching causes

Education

High school diploma

Emerald High School

August 2009 to June 2013

Skills

- Team Member
- Customer Service
- Assembly
- Manufacturing
- Office Management
- Cash handling
- Quality control
- Quality inspection
- Materials handling
- Pallet jack
- Order picking
- Forklift (Less than 1 year)
- Warehouse experience
- Quality assurance
- Packaging
- Blueprint reading
- HIPAA

- Loss prevention
- Typing
- Windows
- Bilingual
- Live chat
- iOS
- Mac OS
- Analysis skills
- Computer Networking
- Troubleshooting
- CPT coding
- Spanish
- Sales
- Customer retention
- Negotiation
- SaaS
- Business development
- B2B sales
- Cashiering
- Documentation review