

# Bridgette Crowson

## **Supervisor**

Minneapolis, MN

[bridgette.crowson09@gmail.com](mailto:bridgette.crowson09@gmail.com)

9526933324

Authorized to work in the US for any employer

## Work Experience

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### **Server**

Landmark - Fridley, MN

June 2017 to June 2018

- Drink & food orders
- Run and bus tables
- Reset tables
- Provide exceptional customer service
- Dishwashing
- Reset tables between meals
- Fill/stock tables
- Roll silverware
- Cleaning checklists

### **Carrier Services Supervisor**

Ch Robinson Carrier Services - Eden Prairie, MN

August 2011 to June 2018

- SSI knowledge-responsible to report problems with systems
- Ability to communicate professionally and accurately to both internal and external customers
- Monitor and return department voicemail messages
- Train new employees & cross train existing employees
- Updating metrics spreadsheets
- Answering business questions
- Address minimal personnel concerns within group
- Handle escalated problem calls
- Insight regarding work flow - offering suggestions to supervisor
- Communicate tardy & late issues to supervisor
- Communication to group regarding work flow and coverage for areas (as needed)
- Taking initiative to step in when areas need assistance
- Update carrier account information per departmental guidelines
- Field carriers questions
- Carrier/branch rep follow-up and communication
- Responsible for accurate data entry and logging
- Maintain acceptable service levels and individual goals per departmental guidelines
- Attend 1 on 1 meetings and monthly departmental meetings
- Stay current on departmental procedures and processes

- Be knowledgeable of other areas of the business
- Process insurance certificates for the carrier network
- Define appropriate contracts per the type of carrier
- Setup and acceptance of carrier contracts
- Other duties as assigned

### **Customer Service Representative**

Ch Robinson/T-Chek Systems - Eden Prairie, MN  
August 2010 to August 2011

- Answer phones
- Took over 100 calls a day
- Transfer calls
- Account maintenance
- Authorize transactions
- Account management
- Send out company welcome packets
- Phone call logging

### **Opening coordinator**

Chuck E Cheese - Blaine, MN  
April 2008 to November 2010

- Cashier
- party host
- management
- prepare food
- deliver food
- food and merchandise inventory
- food order
- count tills
- deposit
- count safe
- prep food
- great hospitality

Awards: employee of the month (twice), Hospitality Hero, 1st place up seller for birthday parties

## Education

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### **Business Management**

Minneapolis Community and Technical College - Minneapolis, MN  
January 2013 to May 2016

Blaine High School - Blaine, MN  
2009

## Skills

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Waitress, Restaurant Server, Microsoft office