

Brieanna Smith

Business Customer Care Representative - HomeAdvisor

Frederick, CO 80530

brieannasmith6_a7y@indeedemail.com - 720.383.5232

Dynamic team leader with exceptional customer service skills seeking an administrative or secretarial position within a professional atmosphere. Experience in food and beverage, data entry, time management, call center, legal and multi-computer functional.

Authorized to work in the US for any employer

WORK EXPERIENCE

Business Customer Care Representative

HomeAdvisor - Golden, CO - 2017-01 - Present

80401

• 303.963.7200

Business Description- Answer 60+ phone calls a day to assist contractors with the management of their accounts including billing, basic outlook of profile, changes to coverage area/tasks covered, submit and issue credits for inaccurate leads and answering all questions regarding their business relationship with HomeAdvisor as their marketing engine.

Skills Acquired- The usage of Avaya, Citrix, Multi-screen functionality, data entry, multi- phone line communications, PCI compliant, team environment and knowledge of all company policies.

Process Server/Independent Contractor

Stellar Processing - Brighton, CO - 2016-03 - 2017-01

80601

• Rhonda Moore- 303.596.5844

• Jim Martinez- 303.885.0488

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Process Server/Independent Contractor/In-Home Data Entry

ASAP Services - Denver, CO - 2016-02 - 2017-01

80222

• Steve Wilson- 303.881.6180

• Vance Abeyta- 720.327.2299

• Office-303.719.2727

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Process Server/Independent Contractor

Roland Process Service & Investigations - Denver, CO - 2015-06 - 2017-01

80222

- James Roland- 303.646.7795
- Office- 720.382.1882

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Process Server/Independent Contractor/Office Data Entry Clerk

Top Hat File and Serve - Aurora, CO - 2015-04 - 2017-01

80014

- Scotti Heiser- 303.257.0671
- Office- 303.962.9200

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Process Server

Accurate Legal Support Services - Littleton, CO - 2015-02 - 2015-08

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

> Accurate Legal Support Services- February 2015- August 2015

- Process Server/Independent Contractor/Office Data Entry Clerk
- 2329 W Main Street, Littleton, Colorado 80120
- Lynne Grimes- 720.260.8999

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Process Server/Independent Contractor

Montgomery Process Service - Denver, CO - 2014-10 - 2015-03

Business Description- Properly serve legal documents to defendants and all necessary parties at their place of residence or place of business.

Skills Acquired- Self management, time management, C.R.C.P. guidelines, IPST Toolbox, skip trace capabilities, data entry, administrative work (i.e. printing, stapling and organizing papers in order, computer

mapping of route, pre-search for owners of businesses/address through Colorado Secretary of State and County Tax Assessor websites) and record keeping for tax purposes (mileage, receipts, online programs, etc.).

Hostess/Cashier/Server/Busser

Ameristar - Black Hawk, CO - 2013-04 - 2014-02

80422

- Buffet- 720.946.4080
- Human Resources- 720.946.4000

Business Description- Maintain and manage a consistently busy buffet by making sure guests are charged according to the deal of the day then greeted and seated to their desired table and gather drink orders while they are self-instructed to get their food. Also during their stay, guests are treated to a full service bussing and serving consistency to keep a clean table and full cups. At the end of shift the responsibilities of fully closing down the front of house functions (i.e. cleaning table tops, chairs and booster seats, closing down register and taking money earned to bank vault, replenishing and clearing drink/condiment stations and blocking off entry ways.

Skills Acquired- Point of sale functionality, cash handling, customer service, team environment, TIPS license, floor management, PCI compliant and inventory accounting.

Line Cook/Prep Cook/Cashier

Chipotle Mexican Grill - Aurora, CO - 2013-01 - 2013-04

Business Description- Follow recipes to prep food to perfection then take customers unique orders and customize all menu items to their style and then use point of sale systems to cash guest's orders out.

Skills Acquired- Cooking and prepping food by following recipes, cash handling, point of sale functionality, customer service, team environment, PCI compliant and inventory accounting.

Line Cook/Prep Cook/Cashier

Taco Bell - Brighton, CO - 2012-12 - 2013-03

80601

- 303.654.0158

Business Description- Follow recipes to prep food to perfection then take customers unique orders and customize all menu items to their style and then use point of sale systems to cash guest's orders out.

Skills Acquired- Cooking and prepping food by following recipes, cash handling, point of sale functionality, customer service, fast paced order taking through headsets, team environment and inventory accounting.

Cashier/Floor Associate

Kohl's - Brighton, CO - 2012-09 - 2012-12

80601

- 720.685.1405

Business Description- Maintain a clean sales floor by clearing out fitting room racks and organizing "touched" shelves while assisting and ushering customers around the store to their desired departments. Also assisting customers by using a point of sale computer system to check out their purchased items and counting out the cashier drawers at the end of your shift.

Skills Acquired- Cash handling, customer service, retail experience, soft/hard shelf organization, point of sale functionality, cleanliness management of entire clothing departments and team environment.

Line Cook/Prep Cook/Cashier

Taco Bell - Brighton, CO - 2011-04 - 2012-09

80601

- 720.685.8603

Business Description- Follow recipes to prep food to perfection then take customers unique orders and customize all menu items to their style and then use point of sale systems to cash guest's orders out.

Skills Acquired- Cooking and prepping food by following recipes, cash handling, point of sale functionality, customer service, fast paced order taking through headsets and inventory accounting.

EDUCATION

High School Diploma

Monte Vista Online Academy

2013-05

SKILLS

Typing, Avaya, Citrix, Excel

ADDITIONAL INFORMATION

Computer Skills:

Microsoft Office: Word, Publisher, PowerPoint, Excel, IPST Database, Avaya, Citrix, BETTI, 73 WPM, Multi-screen capability, Google Chrome, Firefox, Internet Explorer, Outlook and QuickBooks.