

# Britney Carmichael

## Quality inspector - BMW and Volkswagen

Piedmont, SC  
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Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Quality Inspector**

MS Companies @ Faurecia - Greenville, SC - May 2015 to Present

Inspect all BMW interior and exterior automotive parts for damages and/or missing parts. Assisted with assembly of BMW and Volkswagen auto parts when needed. Provided training for new hire supervisors and employees.

#### **Inventory/Data Control**

Harbor Freight - Dillon, SC - January 2015 to April 2015

Record information in Harbor Freight's database (customer relationship management tool). Responsible for inventory data analysis for all east coast Harbor Freight retail stores. Evaluate missing product monthly value. Create reports for damaged, misplaced, and overstocked products.

#### **National lead contact account representative for existing franchise accounts**

Bodek and Rhodes - Philadelphia, PA - October 2013 to October 2014

Developed and managed 10+ multi-million dollar accounts. Qualified customer business needs based on services and sales growth throughout the previous year. Recorded information in Bodek and Rhodes database (customer relationship management tool). Prioritized, managed, and organized projects to meet deadlines and customer follow ups.

#### **CSR/ Escalation Lead**

Verizon Wireless - Greenville, SC - October 2010 to May 2012

March and April 2012 #1 rep in Greenville center with over \$40,000 in revenue. Assigned team lead of escalations in absence of supervisor. Analyzed customer's service plan, upgrade customers to new devices. Troubleshoot malfunctioning devices, introduced new work methods to fellow coworkers.

#### **Associate of Arts in Criminal Justice**

Education Strayer University - Philadelphia, PA - 2012 to 2012

2012

#### **Shift Supervisor**

TeleTech Inc - Greenville, SC - March 2008 to August 2010

Floor lead of 25+, maintained targets, assisted coworkers with daily issues. Assured all employees meets quality requirements and goals. Assisted employees with escalations and special requests. Tracked packages for UPS customers as well as report lost, stolen, damaged products.

#### **Assistant Manager**

Arby's Restaurant - Greenville, SC - May 2004 to January 2010

Assistant Manager with responsibility of payroll, inventory, new hire, supervising 10+ crew. Open, prepared food for lunch/rush shift. Maintain correct amount fresh food according to labor stats. Assured sitting area and restrooms are in clean, germ free condition. Assured proper cleaning procedures taken throughout shift.

#### EDUCATION

Education Strayer University - Philadelphia, PA