

Britney Starks

Customer Service Rep - ECOLAB INC

Burnsville, MN
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I am seeking a position where I can develop and excel while giving my best to an employer. I am a sincere, loyal and dedicated individual who has a great deal of ambition. I have extensive experience in the customer service industry, I love to learn, and am always up to a challenge. I am a very detail orientated person. I love helping people and understand that everyone is different, People have different attributes to themselves and I love that. I get along well with others, while also working efficiently on my own.

WORK EXPERIENCE

Customer Service Rep

ECOLAB INC - Eagan, MN - April 2013 to January 2016

Healthcare/Pest Elimination Services

Call center, customer service, confer with customer/potential consumers, offer products and services, A S 400/ customer conflict resolution, Inbound calls 80-200 daily, Schedule Appoints, Equipment Pick ups.

Customer Service Agent

Spirit Airline - Minneapolis, MN - September 2012 to April 2013

Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Cashier, Tickets, Baggage, Gate, Jet Bridge.

Supervisor

Prime Flight Aviation Services - Minneapolis, MN - December 2011 to October 2012

Train workers in proper operational procedures and functions and explain company policies.

- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- Inspect work areas or operating equipment to ensure conformance to established standards in areas such as cleanliness or maintenance.
- Assist Passengers Needing Wheel Chairs, Customer Service, Medical Transportation scheduling.

Assistant General Manager

Taco Bell (JMLM) - Minneapolis, MN - May 2011 to December 2011

Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.

- Count money and make bank deposits.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Cook, Cashier, Inventory, Train, Customer Service, Pos Systems.

Marketing Specialist

Domino's Pizza LLC - Saint Paul, MN - January 2009 to May 2010

Seek and provide information to help companies determine their position in the marketplace.

- Gather data on competitors and analyze their prices, sales, and method of marketing and distribution.
- Collect and analyze data on customer demographics, preferences, needs, and buying habits to identify potential markets and factors affecting product demand.
- Outbound calls daily of 50-200 customers
- Door-door marketing, advertisement

Shift Manager

Hardees Restaurant - Saint Paul, MN - August 2006 to April 2008

Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.

- Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
- Cook food or prepare food items, such as sandwiches, salads, and ice cream dishes, using standard formulas or following directions.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.

EDUCATION

Medical Admin Certificate

ANTHEM COLLEGE ONLINE - Phoenix, AZ

SKILLS

Cpr Certified, Medical Term, EHR