

BRITTANY GARCIA

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SEPTEMBER 2014-DECEMBER 2022

CUSTOMER CARE, TECHNICAL SUPPORT, PARTNER TERMINAL SUPPORT, BACK-OFFICE LEASING TASK. TYSYS/GLOBAL PAYMENTS

Answers 10-25 calls daily, reviews statements, transactions, and fees. Responds to 50-80 emails weekly. I assist with general account changes. Great at multi-tasking and using 10-20 systems. Communication skills for troubleshooting merchant issues such as credit card terminals to online access. Assist with leasing tasks. Scrubs lease forms to ensure all necessary and correct information is provided. Processes equipment orders, lease chargebacks, rejections, buyouts, and addendums. Handles sensitive information such as SSN, banking information, and credit card numbers.

AUGUST 2013-SEPTEMBER 2014

CROCS CALL CENTER FLOOR SUPPORT, RETAIL SUPPORT, FLOOR MENTOR & TRAINER. INTELLISOURCE/CROCS, INC

Answers 100-125 calls and responds to 50-100 emails weekly. Processes new orders, dealer warranties, shipment errors, refunds, and gift cards. I assist with new hire classes 5+ associates. I manage an agenda for myself as well as new hires. Mentor's new hires as they reach the floor and conduct weekly 1x1 to ensure performance is on track. Resolving customer related issues.

JULY 2009-JULY 2014

CASHIER, SERVICE DESK, CUSTOMER SERVICE MANAGER. SAM'S CLUB/WAL-MART STORES, INC.

Check out and bag customer items. Cash, credit card, and check payment options. Front end operations including training associates on cash register operations. Handles large transactions such as money orders, cashing checks, refunds, and exchanges. Supervises work efforts of 15+ associates.

EDUCATION

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MAY 2009

HIGH SCHOOL DIPLOMA, VANTAGE POINT HIGH SCHOOL

SKILLS

- 1 call resolution
- Organization
- Multi-tasking
- Finding a solution
- Troubleshooting
- Communication

REFERENCES

- Reina Aguilar, PSS Manager, Global Payments, 720-755-4837
- Debbie Schultz, Zone Supervisor Front End, Wal-Mart, 720-937-8668
- Carl Van Leathem, Customer Care Manager, TSYS, 801-772-1671
- Lisa Watson, Director of Operations, TSYS, 720-526-4070