

Brittany Winters

Customer Service Professional - Staples

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Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Professional

Staples - Aurora, CO - 2015-01 - 2017-08

Provide support to sales managers and directors with their corporate accounts. My primary responsibilities are maintaining customer records, processing orders, filing documents, and providing weekly reports.

Customer Service Representative

Urban Lending Solutions - Broomfield, CO - 2014 - 2014

Answered inbound calls from customers regarding their mortgages, answered questions regarding their loan modifications applications, scheduled follow up appointments with the assigned case manager, and documented all customer contacts in the correct system of record.

Administrative Assistant

Little Mama's Daycare - Denver, CO - 2013 - 2014

Provided daily behavioral reports to parents, billing, and nutrition intake reporting, filing, and organizing parent/child documents.

Sales Support Representative

Staples - Aurora, CO - 2013 - 2013

Provided support to the sales representatives via phone and email correspondences for the Facilities division of Staples. I processed account maintenance and maintained customer contact information, updated daily system of records, shipped product, processed customer purchase orders, and performed billing tasks.

Customer Service Representative

Staples - Aurora, CO - 2012 - 2013

Answered inbound calls, provided general customer service task such as, problem solving, order placement issues, and website troubleshooting.

Administrative Assistant

Northeastern Junior College - Sterling, CO - 2010 - 2012

Provided office support to the professors within the GED department of the college. My primary responsibilities included typing letters and notices of completion, grading papers, scheduling and managing testing sessions, and filing paperwork

EDUCATION

Bachelors of Science in Psychology

Metropolitan State University - Denver, CO
2013 - Present

Associates of Arts in Psychology

Northeastern Junior College - Sterling, CO

2010 - 2012

High School Diploma

George Washington High School

2007 - 2010

ADDITIONAL INFORMATION

CAREER ACCOMPLISHMENTS

Staples, Aurora, CO

- One of my customer service calls has been implemented into the Staples customer service training modules.
- Promoted to a high touch specialty team within six months of employment.
- Elected as the mediator for all customer service representatives' work life concerns. I provided ideas and feedback to management that aided in making the jobs of customer service representatives less stressful. Many of those ideas were considered and some have been implemented in daily processes and have been a proven success.
- Promoted to another business entity of Staples where I then became the subject matter expert on mid-market accounts.
- I paired with sales managers and sales directors where I developed strategies on how to grow the business of our mid-market customer accounts.
- Became the dedicated support representative for a specific mid-market account which led to securing a \$500,000 business opportunity between Staples and the customer.

Northeastern Junior College, Sterling, CO

- Reorganized the filing system of the GED office making it easier for instructors to locate student records.
- Developed a scheduling plan and structure which decreased the student to teacher ratio in classrooms and allows more one on one time necessary for the success of students.