

BRITTNI SMALLWOOD

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WORK EXPERIENCE

Office Manager

Bath Solutions Etc Bonita Springs, FL
June 2020 to Present

Accounting, ordering, installation scheduling, problem solving, AR Report, AP Reports, weekly sales report, proficient in MS Word, sales scheduling, customer service, payroll. Commission, answering phones, multi tasking, job costing, new employee documentation, installation problems, QuickBooks online experience, cash handling, customer complaints, marketing, leadership, team building, work orders

Manager

Fashion Fresh - Naples, FL
November 2017 to Present

Open store, help customers, heat seal, position garments, money handling, close store, detail garments, answering phones, problem solving, scheduling, performing interviews, training.

Customer Service Representative

Platinum dry cleaners - Naples, FL
November 2016 to June 2017

Open store, help customers, heat seal, racked, drawer, money handling, close store, detail items

Office Manager

Busy Brooms - Louisville, KY
January 2012 to January 2014

Open, closed, write up work orders, answered phones, handled customer complaints, made schedules, conducted interviews, hired, fired, did payroll on quick books, cleaned, ordered and stocked inventory, wrote up employees if needed

Greeter/Cashier

Kings Auto Spa - Fort Myers, FL
January 2009 to January 2011

Set up for the day, greet all of the customers and up-sell them, vacuum, wipe down, dry off cars, rims, Windows, etc. Run register, answer phones, take out the trash, clean, tear everything down at the end of the day.

EDUCATION

Associate in Criminal Justice

Daymar College - Louisville, KY

SKILLS

- EXCEL (6 years)
- MS OFFICE (6 years)
- Quickbooks Online(6 years)
- Customer Care
- Customer Service
- CSR
- Scheduling
- Team Building
- InventoryManagement
- Training
- Interviewing
- Office Management
- Payroll
- Shift Management
- Assistant Manager

ASSESSMENTS

Spreadsheets with Microsoft Excel — Completed

June 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: <https://share.indeedassessments.com/attempts/e002b8ab0ba472eca2c7215b2006ad0deed53dc074545cb7>

Scheduling — Proficient

June 2020

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: https://share.indeedassessments.com/share_to_profile/8d38e2a8a8de4773a819ddaf6561c060eed53dc074545cb7

Administrative Support — Highly Proficient

June 2020

Using basic scheduling and organizational skills in an office setting.

Full results:

<https://share.indeedassessments.com/attempts/421bcb937b01039ac5704531ed5511dbee53dc074545cb7>

Typing — Proficient

June 2020

Transcribing text using a standard keyboard.

Full results: https://share.indeedassessments.com/share_to_profile/1b2150d323e02e7990f710d1e4e22a7feed53dc074545cb7

Research — Highly Proficient

June 2020

Following protocols, interpreting statistics and graphs, identifying errors, and choosing research methodology.

Full results: https://share.indeedassessments.com/share_to_profile/123112d5a60a5453c609589378451682eed53dc074545cb7

Office Manager — Proficient

June 2020

Scheduling and budgeting.

Full results: https://share.indeedassessments.com/share_to_profile/c9ae586f4f784defc7e8ba056ad23290eed53dc074545cb7

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