

Brooke Pardue

Charleston, WV 25314

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Work Experience

Contractor for Optimum

Startek - Teays Valley, WV

March 2023 to Present

- Methodically documenting interactions on customers profile
- Updating contact information and payment methods
- Assisting customers with questions and concerns about service
- Directing calls to appropriate department
- Collecting money by card, check, bank account, or money order

Inventory Management & Customer Service Manager

Appalachian Motor Company (eCommerce Power sports) - Charleston, WV

February 2021 to March 2023

- Audits customer orders to check for discrepancies such as, purchase order mistakes, back order release updates, picker mistakes, canceled items, missing parts, etc.
- Regularly and efficiently communicates with warehouse departments to solve complex problems regarding customer orders
- Assists in receiving parts from multiple manufacturers on a regular basis
- Picks orders and determines next order of operation including binning or delivering to shipping department
- Worked with a team to create a process which the Customer Returns Department uses to communicate, receive and process at least 10-20 returns on a daily basis
- Addresses customers concerns and questions in a timely manner
- Simultaneously answers emails, phone calls and live chat
- Negating situations between customers and coworkers effortlessly
- Documenting accounts and conversations with customers

Assistant Manager

IncaAztec Self Storage - Dunbar, WV

January 2020 to May 2021

- Distributing tenants between units that suited their needs
- Money collection in the form of cash, check, and credit card
- Independently opened and closed the facility
- Daily checks on gates and keypads. As well as monitoring multiple cameras for unlawful activity on the premises

Emergency Medical Vehicle Operator

Jan-Care Ambulance Company - (EMVO), Ravenswood & Charleston, WV

January 2019 to June 2019

- Safely and effortlessly transported patients to and from appointments
- Regular inventory stock check of medical supplies
- Medical and personal documentation being recorded, reviewed, and submitted to appropriate medical staff
- Interaction with different health care agencies and service providers

Education

Bachelor of Applied Science in Computer Technology Experience

Potomac State College - Keyser, WV

August 2016 to December 2017

Skills

- Microsoft Office Suite Computer Skills Inventory Control Attention To Detail Cash Flow Management Multitasking Root Cause Analysis Conflict Resolution Zinrelo Saas-based loyalty program, Ship Station, Authorize.net and Virtual Desktop
- Expert level knowledge using Microsoft Office, Microsoft Excel, Microsoft Word, Microsoft Windows, Google Workspace, Microsoft Teams

Links

www.linkedin.com/in/brooks-pardue