

Bryony Arline

Washington, DC

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Authorized to work in the US for any employer

Work Experience

Inventory Assistant

National Archives Foundation - Washington, DC

May 2022 to Present

- Ordered inventory from vendors and suppliers and secured shipment arrival time
- Received , unpacked, and delivered shipment to & from vendors; restocked items as necessary & labeled shelves for organization
- Recorded purchases in Google Sheets database. Performed physical counts of inventory. Reconciled actual stock count to computer-generated reports using BRData & Encor
- Processed and approved invoices for payment using Encor & NCR Counterpoint
- Trained other staff employees in handling packing shipment , generating sales data from Encor & creating a general report in Google Sheet

Customer Service Call Center Representative

ACT, LLC - Remote

April 2021 to January 2022

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Assisted with ad-hoc operational projects as needed
- Documented security transactions, such as purchases, sales, conversions, redemptions, or payments, using computers, accounting ledgers, or certificate records
- Prepared forms, such as receipts, withdrawal orders, transmittal papers, or transfer confirmations, based on transaction requests from stockholders

Retail Supervisor/Manager

Kmart - Silver Spring, MD

February 2020 to March 2021

- Trained employees how to use equipment and job related tasks such as using the cash register , greeting customers & handling customer complaints
- Maintained proper inventory levels, ensured stocking, implemented purchasing plans and maintained consistent contact with vendors to guarantee maximum efficiency in achieving sales goals
- Kept daily records of store sales, damages, deposit log, schedules, employee discounts and new hire paperwork using Microsoft Excel & IBM SUREPOS
- Developed & enforced an inclusive, safe, work environment for all employees
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Sales Associate

Ann Taylor - Arlington, VA

September 2019 to February 2020

- Provided excellent client service by anticipating the client's needs, exceeding expectations, and adhering to service standards
- Addressed client concerns, coming to resolution when possible, and involving management where appropriate
- Crafted collaborative and productive relationships by sharing ideas, treating others with respect, and valuing differences
- Adhered to loss prevention practices and is aware of and reports potential incidents, to ensure shortage control and to protect company assets

Starbucks Barista

Macy's - Arlington, VA

May 2018 to July 2019

- Cleaned or sanitize work areas, utensils, or equipment.
- Cleaned service or seating areas.
- Created signs to advertise store products or events.
- Ordered , received , & stocked supplies or retail products.
- Prepared or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Effectively handled cash & other payments using POS system

Operations Associate

Sephora - Washington, DC

December 2017 to May 2018

- Performed inventory control procedures that consisted of but not limited to : overflow/cycle counts, researching missing product for orders, handling damaged product per company/vendor agreements
- Assisted the Operations Manager in conducting audits on packed orders to ensure quality standards are met per company standards
- Adhered to all company , state and OSHA safety rules, policies and regulations to ensure safe working practices, including proper work attire
- Reviewed all visual elements in the store and communicated missing or damaged pieces to the Operations Manager
- Completed daily processing and organization of damages, testers, and known theft product

Education

Certification in Welding

SouthEast Welding Academy - Washington, DC
January 2022 to Present

Bachelor of Science in Architecture

Morgan State University - Baltimore, MD
August 2017 to May 2018

High School Diploma in General Studies

Cesar Chavez PCS - Washington, DC
August 2013 to June 2017

Skills

- Marketing (4 years)
- Customer Support (4 years)
- Shift Management (1 year)
- Barista Experience (1 year)
- Employee Evaluation (1 year)
- Microsoft Office (4 years)
- Micros POS (4 years)
- Avaya (1 year)
- VoIP (1 year)
- Sales (4 years)
- Management (1 year)
- Data entry (3 years)
- Ceridian (2 years)
- Dayforce (2 years)
- Microsoft Excel (3 years)

Certifications and Licenses

OSHA 10

February 2022 to Present

First Aid CPR AED

February 2022 to February 2024