

Webster Brown

Fordyce, AR

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870-858-0907

Willing to relocate: Anywhere

Work Experience

Overnight Supervisor

Walmart - Houston, TX

March 2018 to July 2018

- worked as a overnight manager for wal Mart my duties was to assign my crew to there work when they would come into work ...I also supervised the floor making sure things were being done properly as well as changing time putting in time an doing schedules.

Customer Service Representative/Call Center

AT&T/ Advantage Staffing

November 2017 to January 2018

- Educate customers about their cell phone coverage, bill, and responded to customer inquiries immediately
- Direct customer towards self service
- Ensures goal expectations for knowledge, training and outcomes are met
- Maintain professional
- Work with Business Office collectors to assist with collecting old balances
- Document communications accurately and completely.
- Answer high volume calls (50-60 calls per day)

Production Worker

ITW SHIPPERS

November 2015 to October 2017

- Monitor equipment to ensure that products are being assembled properly.
- Started assembly and production machinery at beginning of shift.
- Assemble product parts by hand.
- Stocks shelves, refills displays
- Meet production quarters
- Follow safety and hazard procedures.
- Load, unload, and move heavy, bulky products; include unloading trucks
- May coach / train new hires

Customer Service Representative

Sykes Enterprises, Incorporated - Morrilton, AR

September 2014 to November 2016

- Answer inbound calls from new and existing customers

- Show empathy while exemplifying professionalism and a positive attitude, using analytical skills to evaluate conversations and ask questions to clarify needs
- Assist with customer inquiries regarding to billing, escrow, and foreclosure.
- Handle and resolve escalated customer issues, making decisions based on customer satisfaction and company profitability while satisfying all team standards of productivity and quality

Education

Fordyce High School - Fordyce, AR
August 2010 to May 2014

Skills

- Call Center (3 years)
- CSR (7 years)
- Customer Service (8 years)
- Customer Care (8 years)
- Customer Support (5 years)
- Microsoft Office (7 years)
- Microsoft Word (10+ years)
- Computer Skills (10+ years)
- Load & Unload (4 years)
- Stocking (7 years)
- Cash Handling (8 years)
- Car Wash (10+ years)
- Outlook (5 years)
- Warehouse Experience (5 years)
- Assembly Experience (3 years)
- communication skills (10+ years)
- Cashiering ASSESSMENTS Customer Focus & Orientation -- Highly Proficient January 2020 Responding to customer situations with sensitivity. Full results: <https://share.indeedassessments.com/share/assignment/nrhy0tfjhw8lhlt> Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.