



# Brittany WRIGHT

## ABOUT ME

I am a mother, minimalist, and dog lover, with a passion for creativity, business, and the general public.

## OBJECTIVE

Aid businesses and establishments with organizational and operational tasks, offer insight regarding digital media, and to help foster customer, client, and employee relationships.

## CONTACT ME



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References Available upon Request

## SKILLS & ASSETS

- customer service
- client relationships
- organization
- time management
- computer proficiency
- project management
- quick learner
- self starter
- independent
- detail oriented
- handling money
- G Class Driver

## WORK EXPERIENCE

### Customer Service Specialist - The Home Depot [Feb 2020 - Present]

- Ensure customers receive products and services requested in a timely and accurate manner
- Act as a liaison between customers, Project Support Centre, Kitchen Designers, Home Depot Associates, vendors, installers and third party agents
- Resolve issues, assess customer needs, coordinate all order related activities in partnership with the Project Support Centre, delivery companies, vendors and service providers in a timely and professional manner.

### Small Business Owner [April 2014 - Present]

- Create, edit, and publish sponsored digital articles and tutorials on various topics
- Provide clients with detailed post-campaign reports
- Provide clients with articulate, fully edited, ready to publish articles
- Development of brand, brand awareness, and online reputation
- Content management
- SEO (search engine optimization) and generation of inbound traffic
- Cultivation of leads and sales
- Implementation of a content editorial calendar to manage content and plan specific, timely marketing campaigns
- Extensive social media knowledge and strategic planning
- Extensive research skills, information sourcing, and networking
- Promote content through social advertising
- Impeccable organizational skills, basic bookkeeping, and time management
- Compliance with Creative Commons and Ad Standards Canada regulations
- Graphic and web design, basic web development
- Attention to detail and adhering to deadlines and contractual obligations
- Order fulfillment and inventory maintenance
- Customer and Client Service
- Clients include well-known travel and tourism publications such as Trivago, Sudbury Tourism, Attractions Ontario, and Northeastern Ontario Tourism

### Delivery Driver - KFC [2012-2013]

- Packing and delivery of orders to customer's location
- Route planning and time management
- Collection of cash and processing of debit/credit transactions
- Customer service

## VOLUNTEER EXPERIENCE

### S.A.I.N.T.S - Animal Rescue Organization

- Aided in transportation, intake, and fostering of rescue puppies
- Performed administrative duties
- Organized and attended fundraising and awareness events
- Designed, created, and continuously maintained the organizations website