



Brittany WRIGHT

OBJECTIVE

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

SKILLS & ASSETS

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

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References Available upon Request

WORK EXPERIENCE

Customer Service Specialist, Head Cashier, Vault/Bookkeeping Associate - The Home Depot [February 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.
- Counting vault and key media from previous days sales
- Balancing safe, petty cash, and cashier registers
- Making daily cash and cheque deposits
- Training and supervising Cashiers and Lot Associates
- Setting clear performance expectations as well as providing on the job feedback
- Completing specified safety training, immediately correcting hazards ; unsafe conditions or reporting conditions to the Manager On Duty

Administration - City of Greater Sudbury [March 2021 - October 2021] 8 Month Contract Position

- Book vaccination appointments for clients by phone utilizing an online booking system
- Provide customer service to clients, addressing their questions and concerns
- Provide accurate and timely data entry
- Maintain professionalism while handling sensitive and confidential information
- Navigate a database and search/identify records within a database
- Multitask and shift priorities in a fast-paced environment

Small Business Owner [April 2014 - Present]

- Create, edit, and publish sponsored articles and tutorials on various topics
- Provide clients with articulate, fully edited, ready to publish articles
- Provide clients with detailed post-campaign reports
- Development of brand, brand awareness, and online reputation
- Content management
- SEO (search engine optimization) and generation of inbound traffic
- Cultivation of leads and sales
- Specific, timely marketing campaigns
- Extensive social media knowledge and strategic planning
- Extensive research skills, information sourcing, and networking
- 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