

WORK EXPERIENCE



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

Customer Experience Specialist - Legend Boats Whitefish

[December 2021 - Present]

- Reception and first impression management
- Greeting and welcoming visitors, answering incoming calls, ensuring showroom is in impeccable condition and in compliance with brand standards
- Customer retention
- Work with Boat Specialists and Memory Makers to assist in maximizing NPS results, and enhance customer experience
- Identify issues or gaps in the customer experience and implement solutions
- Maintain customer and company relationships through follow-up calls and conflict resolution strategies
- Provide a WOWing service and sales pick-up experience for both new and returning customers
- Administrative duties
- Marketing coordination

Customer Service Specialist, Head Cashier, Vault/Bookkeeping Associate

- The Home Depot [February 2020 - December 2021]

- 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 store safe, petty cash, and cashier registers
- Training and supervising Cashiers and Lot Associates
- Setting clear performance expectations as well as providing on the job feedback

Administration - City of Greater Sudbury

[March 2021 - October 2021] 8 Month Contract Position

- Book 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 and generation of inbound traffic
- Cultivation of leads and sales using 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