



BRITTNEY RIVERS

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Strategic-thinking professional with more than 10+ years in customer service. Compassionate with a ability to work and handle difficult situations. Self-motivator who works well independently or with a team.

SKILLS

- Microsoft Office: Word, Excel, Outlook, PowerPoint
- Resourceful: Web design, Research, PC and Mac computers
- Time Management: Organized, Multi-Tasking, dedicated to completing work in a timely manner
Strong communication, and writing skill
- Customer Service: Reliable, Active listener, Problem solver

EDUCATION

Masters Of Art degree in Creative Writing

Southern New Hampshire University

2018-2021

Bachelor Of Science degree in Media Communications

Full Sail University

2015-2018

EXPERIENCE

Adecco

Packing

November 2014 – January 2015

- Assisted in departmental goods being sent out for appropriate distribution and filing.
- Worked within a team and with team leaders.
- Maintained a steady but fast pace throughout my shift and a strong ability to multitask

Northland Group

Debt Collector

April 2014 – October 2015

- Contacted customers as soon as issues arose to immediately find a resolution before the problems escalated.
- Listened attentively to client feedback and worked with them to resolve the conflict.
- Asked appropriate open-ended questions to discover prospects.
- Identified customer needs, developed sales strategies, negotiated and closed on deals.

B&E Salvage

Manager

March 2003 – October 2013

- Processed cash and credit payments rapidly and accurately and completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Cleaned and organized the store, including the checkout desk and displays.