


Mickaela Brown

Texas City, Texas, United States

 kaeb0722@gmail.com

 +1 409 229 0888

 [linkedin.com/in/mickaela-brown-2aa3841a6](https://www.linkedin.com/in/mickaela-brown-2aa3841a6)

Experience



Restaurant Manager

Denny's

I am serv safe. I place the truck orders, payroll, inventory, deposits, hiring, scheduling. I go store to store

fill in for general managers on vacation. I also train the new managers

Customer Service Expert

Sykes Work@Home

irsQuality

IRS

I walk people thru taxes, rejection from; , auto debt. Product support and troubleshooting our products. Also all of my metrics are above a 95%



Customer Service Representative

SYKES

I deal work with capital one and i deal with credit card inquiries and sent emails.

Walmart customer service



Walmart

Feb 2018 - Jan 2018 (less than a year)



Team Lead

Abercrombie & Fitch Co.

Dec 2017 - Jan 2018 (2 months)

Helped customer with orders, tracked order.

Identify theft, and email with customers about there orders

Then promoted i did team meeting for QA goals. Team building



Shift Lead

Wendy's

Apr 2015 - Jan 2017 (1 year 10 months)

Payroll, paperwork, stocking, an customer service

Shift leader of 7-8 people



Warehouse Associate

Boy Scouts of America

May 2015 - Nov 2015 (7 months)

Pulling stock, paperwork, outside sales, delivery trucks, intake calls, accountant.



Manager

Feb 2012 - Sep 2015 (3 years 8 months)

I did draws counts and pulls, counted the safe, scheduling employee. Ordered truck.

Education



High school diploma

Skills

accounting • assistant manager • call center • credit • customer service • customer service skills • customer support • delivery • email • hiring