

Brandy David

brandydavid153@yahoo.com | (936) 641-0777 | Houston, TX

SUMMARY

Seasoned professional with 8 years of customer-focused experience, adept at deescalating conflicts and managing time effectively. Proficient in fraud investigation and refund processing, ensuring accurate and efficient customer service. Seeking to leverage expertise in a dynamic Any role, driving satisfaction and operational excellence.

WORK EXPERIENCE

- | | |
|---|------------------------------------|
| Bread Financial
<i>Customer Care Advocate</i> | Houston, TX
Oct 2022 - Present |
| <ul style="list-style-type: none">• Resolve customer inquiries, ensuring satisfaction and enhancing organizational reputation.• Utilize various computer systems and applications to access and organize information effectively.• Communicate billing, payment, and support policies to customers with precision and comprehensive detail.• Increase customer loyalty by offering tailored discount solutions and introducing new products through exceptional service. | |
| Blue Water Seafood
<i>Food Server</i> | Houston
Nov 2016 - Jul 2022 |
| <ul style="list-style-type: none">• Delivered attentive customer service, resulting in enhanced patron satisfaction and positive dining experiences.• Streamlined the order-taking procedure, accelerating service speed and contributing to improved table turnover.• Worked effectively with team members to coordinate seamless service for large parties, boosting operational efficiency.• Maintained rigorous adherence to food safety and sanitation standards, upholding customer health and safety. | |
| The CMI Group
<i>Collections Agent</i> | Houston, TX
Jan 2018 - Apr 2020 |
| <ul style="list-style-type: none">• Enhanced customer satisfaction by establishing positive relationships and swiftly resolving issues, ensuring client trust and loyalty.• Achieved consistent debt recovery by employing adept negotiation techniques to tailor payment arrangements, meeting collection goals.• Conducted thorough investigations of billing discrepancies and maintained accurate customer records, contributing to detailed account management and strategic decision-making. | |
| Wal-Mart
<i>Jewelry Sales Associate</i> | Liberty, TX
Sep 2014 - Feb 2016 |
| <ul style="list-style-type: none">• Elevated client satisfaction by providing personalized product suggestions, resulting in increased jewelry sales. | |

- Strengthened customer loyalty and upheld the store's reputable image by building enduring relationships and ensuring regular communication.
- Collaborated with colleagues to meet sales objectives, contributed to marketing efforts, and successfully encouraged credit card enrollments and charitable contributions.

EDUCATION

Colorado Technical University
Associates, Business

Colorado Springs, CO
Feb 2025

SKILLS

Complaint Handling • Active Learning • CRM Software Proficiency • Documentation and Reporting • LiveChat Messaging • Customer Data Confidentiality • Analytical Thinking • Adaptability • Video Production • Research Proficiency • Social Media Management • SEO Knowledge • Writing and Editing • Graphic Design • Creativity • Content Strategy Planning • Inbound Calling • Outbound Calling • Payment Processing • Fraud Experience • Collections Experience • Refund Processing • Deescalation • Time Management