

Brittany Murray

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I have previous experience with selling, customer service, cashing handling, and management. I have sold insurance for Wellcare and I am currently a sales representative for Russell Cellular, Verizon authorized dealer. My previous customer service was with telemarketing and with my current sales representative position. My previous management experience was with The Results Companies. I was a supervisor over the Wellcare pre-enrollment department and later went to the Sirius-XM department. I enjoyed being a supervisor. I got to help my teams reach their goals and help them achieve their full potential. I learn fast with anything I do and will tackle on any situation that is thrown my way.

Authorized to work in the US for any employer

Work Experience

Sales associate

Russell Cellular - Verizon Wireless - Paris, TX

July 2018 to Present

I greet customers and help the customer with any phone troubles they may have. I also help customers start service, upgrade current lines, add new lines to current accounts, and help with any questions they may have about their accounts. I take bill payments and when doing so, I pull up their accounts to see how I can save them money at the same time as offering something else such a tablet, smartwatch, home phone, etc. I work with the team to help meet store goals. I also help maintain the cleaning for the store and other tasks that need to be done daily/weekly.

Supervisor

The Results Companies - Paris, TX

October 2016 to May 2018

Responsibilities-

I started out as a supervisor in the pre-enrollment department for Wellcare during our open enrollment season. I usually would have a team of 12-18 agents. I would sit side by side with my agents and listen to their calls in real time and provide feedback and solutions to help them get the enrollment. I would also listen to past calls and make notes of what they did good and what they could improve on. I would hold coachings with all my agents every week and provide them feedback. I would let them know of everything they did good and i would let them know of something that could use improvement and a different way to tackle the situation to overcome their problem. We would also do role plays of different ways they could handle their calls. After the pre-enrollment season was over, i was later transferred to Sirius-XM. With Sirius-XM, I would sit with them and listen to their calls to provide them feedback. With both departments being in the sales atmosphere, I would come up with different contests to help motivate my agents and boost their morale. In both departments, I had to keep a close eye on agents breaks/lunches and ensure they were adhere to their schedules as posted. I would also have to fix any times that were wrong. We would also have weekly calls with the client to go over the good and bad things that have been noticed and needed to addressed.

Accomplishments:

Having one of the top teams in my department and being the leading supervisor.

Skills Used:

Multi-taking, time management, managing, and consistency.

Licensed Insurance Agent

The Results Companies - Paris, TX

February 2015 to October 2016

Responsibilities

Take inbound call from prospective members, go over plans and benefits. After going over benefits, i complete an application with the beneficiary, unless they request something other wise, such an agent to come to them. I use multiple systems on double screen monitors and the avaya phone system.

Accomplishments

Helping people find Medicare advantage or prescription coverage that fits their needs.

Skills Used

Multi tasing such as using two screen monitors along with talking on the phone; selling skills; using multiple systems.

Assistant Manager

Little Caesars - Paris, TX

August 2010 to January 2014

Responsibilities

Mainly ran a register, stock supplies, answered the phone, made pizzas, and when I ran a shift i would make change from the safe and count the daily inventory

Accomplishments

I helped change some of the way they do things there, I worked there from since I was 16 and could help make decisions with the team.

Skills Used

Math skills, consistency, organized.

Education

High school or equivalent

Detroit High School - Detroit, TX

2009 to 2012

Skills

- Multi-Line Phone System (4 years)
- Sales (4 years)
- Cash Handling (7 years)

- Supervisor (2 years)
- Insurance Sales
- Cold Calling
- Telemarketing
- Math
- Sales Management
- Assistant Manager Experience

Additional Information

I am a self-motivated person that loves to help other people accomplish their goals and help people get what they need. I believe that consistency and communication is key to being successful in any and everything you do.