


# June Brown

 june2brown@yahoo.com

 205-719-7017

 [linkedin.com/in/june-brown-28b6a2238](https://www.linkedin.com/in/june-brown-28b6a2238)

## Summary

Commercial and Residential Real Estates Sale Associate with the ability to ensure compliance with all fair housing regulation. Knowledgeable in housing development. Now seeking a position in Real Estate that will strengthen and showcase my skills. Looking for a position that will further my professional and personal development in real estate.

Hoover, AL

## Experience

### Driver

Mar 2018 - Present (4 years 2 months +)

Ensured that customers arrived safely at their destination.

- Focused on customer service and ensured riders had a pleasant trip with resulted in a 4.8 rating. •

Completed

over 1000 successful rides.

- Created Excel spreadsheet to track mileage, maintenance and other expenses.

### Night Auditor

Microtel Inn and Suites

Oct 2017 - Jun 2018 (9 months)

As a Night Auditor I am responsible for balancing the revenue and expense transactions, which occurred during the

day at the hotel. Responsible for the overall operations and appearance of the front desk of a hotel. I also set up

the breakfast area and make sure it's clean at all times to serve the guests.

### Teller

Wells Fargo

Jan 2013 - Oct 2017 (4 years 10 months)

Cashed checks and paid out money after verifying that signatures were correct, that written and numerical

amounts agreed, and that accounts had sufficient funds; Received checks and cash for deposit, verified amounts, and checked accuracy of deposit slips

- Entered customer's transactions into computers to record transactions and issued computer generated receipts

- Balanced currency, coin, and checks in cash drawers at ends of shifts and calculated daily transactions, using computers and calculators

- Examined checks for endorsements and to verify other information, such as dates, bank names, identification

of the persons receiving payments, and the legality of the documents • Processed and maintained records of

customer loans

- Sorted and filed deposit slips and checks
- Carried out special services for customers, such as ordering bank cards and checks; Processed transactions, such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits
- Identified transaction mistakes when debits and credits did not balance; Resolved problems and discrepancies concerning customer's accounts

## Collections Representative

### Insight Card Services

Jan 2011 - Jan 2013 (2 years 1 month)

Arranged for debt repayment and established repayment schedules, based on customer's financial situations

- Received payments and posted amounts paid to customer accounts
  - Advised customers of necessary actions and strategies for debt repayment
  - Persuaded customers to pay amounts due on credit accounts
  - Conferred with customers by telephone to determine reasons for overdue payments and to review the terms of service
  - Located and monitored overdue accounts, using computers and a variety of automated systems
- Answered customer questions regarding problems with their accounts

## Salesperson

### Sam's Club

Apr 2010 - Jan 2011 (10 months)

Greeted customers and ascertained what each customer wanted

- Described wireless merchandise and explained use, operation, and care of merchandise to customers
  - Recommended, selected, and helped locate and obtain wireless merchandise based on customer needs and desires
  - Answered questions regarding the cell phones and service
  - Computed sales prices, totaled purchases, and received and processed cash and credit payment; Prepared contracts
  - Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
  - Sold and arranged for delivery, insurance, financing, and service contracts for wireless cell service
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, and vouchers, balancing cash drawers, and making deposits
- Inventoried stock and requisitioned new stock

## Customer Service Representative

### Sitel Group

Mar 2007 - Apr 2010 (3 years 2 months)

Conferred with customers by telephone to provide information about products and services, took and entered

orders, canceled accounts, and obtained details of complaints; Checked to ensure that appropriate changes

were made to resolve customer's problems

- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken; Referred unresolved customer grievances to designated departments for

further investigation

- Determined charges for services requested, collected deposits and payments, and arranged for billing

- Resolved customer's service and billing complaints by performing activities such as exchanging merchandise,

refunding money, and adjusting bills; Completed contract forms, prepared change of address records, and

issued service discontinuance orders, using computers

- Solicited sales of new and additional services and products

## **Customer Service Specialist**

Microsoft

- Scheduling • Written Correspondence • General Office Skills •; Office • Team Player •

Front Office Operations (10+ years), Front Desk, Guest Service, Opera, CSR, Call Center, Customer Care,

## **Customer Service Specialist**

United States

Rank: E-5

## **Administrative Specialist**

Apr 2007 - Jun 2012 (5 years 3 months)

Oversee front office operations and provide impeccable customer service, assist in the daily drills of the soldiers,

aid in physical training with the private first class.

## **Education**



**Woodlawn High School**

Diploma

## **Licenses & Certifications**



**Real Estate Agent**

## **Skills**

balance • billing • calculator • call center • cashier • contract management • credit • customer  
service • customer support • delivery