

BRIANNA BORDEN

BASIC INFORMATION

Hello, my name is Brianna Borden. I am a professional Customer Service Representative with over 7 years of experience in handling multi-national clients. My unique professional experience stems from years of providing excellent customer support, creative problem solving and building customer loyalty. I have also successfully excelled in communications and data entry.

PERSONALITY HIGHLIGHTS

- Cheerful disposition
- Neat and well-organized
- Motivated by customer satisfaction
- Independent worker
- Works well with deadlines
- Collaborative and efficient

EDUCATION

- **McAdory High School**

Certificate Received: Diploma

Year of Graduation: 2017

- **Old Dominion University**

Bachelor's in Computer Science

Years Attended: April 2022-Present

PROFESSIONAL EXPERIENCE

Elevance: Customer Care May 2022-January 2023

• Received inbound calls regarding insurance accounts • Experience with claims, appointment setting, responding to emails • Navigated between multiple systems on different screens • Used teamwork daily to better assist customers.

ResultsCX:Customer Service Rep July 2021-March 2022

• Received inbound calls about insurance accounts • Experience with claims, appointment setting, data entry • Used many different screens for different programs

Clarks Bostonian-Third Key Manager January 2021-November 2021

• Worked alongside all managers • Managed the floor and ensured customer satisfaction • Experience with audits, management, inventory, invoices, customer service