

Roy Brown Jr.

Energetic

Philadelphia, PA 19135
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1. Telemarketing & Paraprofessional

WORK EXPERIENCE

Customer Service Representative

SYKES - US Center - Philadelphia, PA - December 2016 to Present

1. Troubleshoot speakers via email

Bus Monitor

Generations - Rochester, NY - June 2016 to November 2016

1. Provide transportation to & from daycare to home.
2. Assist children/staff in daycare when needed.

Teacher's Assistant

CORESTAFF Services - Rochester, NY - June 2015 to April 2016

Bus Monitor

Durham School Services - Rochester, NY - February 2014 to June 2015

Customer Service Rep

Xerox Services - Rochester, NY - October 2012 to March 2013

1. Troubleshoot devices
2. answer billing questions
3. activate devices

Sales Rep.

Sutherland Global Services - Rochester, NY - January 2012 to June 2012

- 1, Receive inbound calls

Sales Rep.

Dial America - Rochester, NY - November 2011 to January 2012

- 1, Receive inbound calls & made outbound calls

Paraprofessional

Roberto Clemente School #8 - Rochester, NY - August 2009 to November 2011

1. Assist the teacher & help children (ages 5-12) with classwork
2. Change diapers (ages 3-5) for children with special needs.

SKILLS

1. American Sign Language - 5 years