

Chenise A. Brown

Philadelphia, PA

(267) 225-0818

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Professional Summary

An experienced Customer Service Provider for 10 years. Great at problem solving, as well as, multitasking. The ability to communicate well with others and manage time accordingly.

Experience

07/2017- Present

BJ's Wholesale Club - Philadelphia, PA - *Frontline Supervisor*

- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory and quality service.
- Instruct staff on how to handle difficult and complicated sales.

05/2014 - 05/2017

Way of the Spirit - Counseling Services, Camden, NJ - *Receptionist*

- Communicated with licensed counselors to perform required services for clients.
- Maintained current computer based lab test results and client information.
- Ordered supplies and scheduled specimen pickups via FedEx.

12/2012 - 04/2014

The Center for Returning Citizens, Philadelphia, PA - *Job Placement Coordinator*

- Successfully placed 4,800 consumers in stable employment, which helped decrease the percentage of unemployed ex-felons in the City of Philadelphia.
- Monitored and recorded consumer's' progress to ensure that goals and objectives were met.
- Sustained close contact with consumers during job training and placement to resolve problems and evaluate placement adequacy.

12/2002 - 06/2012

BLV Daycare Center, Camden, NJ - *Community Family Worker*

- Kept records or prepared reports for owner or management concerning visits with families.
- Provided accurate information and referred individuals to public or private agencies and community services for assistance.
- Visited families in homes or attended group meetings to compile information on social, educational, criminal, or drug history to decide what services were needed.

Education

09/2009 - 11/2010

Lincoln Technical Institute, Moorestown, NJ - *Diploma/Certificate of Completion*

Medical Administrative Assistant Specialist

09/1998 - 06/2002

Pennsauken High School, Pennsauken, NJ - *Diploma*

G.P.A. 3.62