

BRIANA A. PARKS

Administrative & Customer Service
Professional

PERSONAL BACKGROUND

A multifaceted professional with experience in administration and digital marketing. Highly experienced in customer service and building relationships.

SKILLS

- Organization and Planning
- Data Entry and Inventory Management
- Team Collaboration
- Creative and Critical Thinking
- Client Management
- Microsoft Office Proficiency
- Social Media Management

CERTIFICATIONS

- Customer Service Foundations
- Administrative Professional Foundations
- Google Analytics Advanced
- Online Marketing Foundations
- Marketing on Facebook: Managing a Company Page
- Wordpress Foundations

CONTACT ME

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EMPLOYMENT HISTORY

Marketing Coordinator

Aiken Personnel Services | August 2021- February 2022

Performed various administration tasks including greeting clients and visitors, data entry, and performing general office management. Supported onboarding process for clients during the time of initial hiring and maintained relationships on a daily and weekly basis. Managed company website, social media, and job boards. Increased traffic and candidate applications through social media marketing and online job boards.

Customer Service Representative

Meetze Plumbing | August 2021- December 2021

Assists customers in scheduling services for specific needs via telephone and online chatting. Uses problem solving skills to interpret customer issues into solutions. Demonstrates effective customer service in order to build and maintain healthy relationships. Contributes to department development by staying up to date with productive customer service skills.

Business Operations Specialist

Williams Lawn Care Services | July 2020- August 2021

Built efficient workflow schedules for staff. Coordinated client referrals, inquiries, and payment processing. Provided operational support for employees and customers. Prepared weekly operation reports to measure performance metrics. Performed general administrative functions to assist owner in developing new operation methods.

EDUCATION

University of South Carolina- Aiken | August 2013- August 2018
Bachelor of Science in Business Administration/ Marketing

- Content Creator for True To Your S.O.L.E non-profit organization
- Concentration of Studies: Business Information Management, Promotion and Advertising, Financial and Managerial Accounting, Retail Marketing , Social Media Management