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Brianna Barretto

A self-motivated, energetic, and devoted person. My goal is to obtain a challenging and progressive position within customer service and management, making sure all customers are satisfied with their experience.

EXPERIENCE

Charlie's Garage- Salem, MA- Front Desk Receptionist/Secretary

August 2022- Present

- Clean and maintain the front desk
- Filling out paperwork
- making phone calls to answer questions and letting customers know their vehicle is ready.
- Giving customers quotes on the service they are looking for.
- Processing all orders for car parts.
- Go through the month's invoices at the end of the same month to retrieve the statements that are for the bills.

Toyota- Woburn, Ma- Service Coordinator/Service Advisor

March 2018- December 2021

- Move cars and all inventory vehicles to the proper lots.
- Receive new or used vehicles for the sales department.
- When a customer purchases a new or used vehicle, I would walk the customer a full walk through for every feature in the vehicle and how to operate those features.
- For an out of state purchase, I would drive their new vehicle to wherever they would like, whether it is their home, the RMV, etc. When I would arrive, I would go over the registration process with the customer.
- Welcoming customers and checking them in with service tags, then directing them inside to meet with a service advisor.
- Writing repair orders for TXM
- When having the Service Advisor position, I would Write customer pay and warranty pay repair orders needed.
- Explaining the cause to the concern they had concerns about and addressing any other concerns the customer may have.
- Resolve customer complaints.

Leash Love, Lynn, MA- Dog Walker

June 2017-February 2018

- Pick up a dog at their home
- Make sure they had water and food with a note for the owner after our walk to assure them their pet was taken care of.
- Each walk per dog would be 20 minutes.
- Some days, I would go to a few selected houses, load my car with each dog at the same time (3-4), and walk all of them.
- If all owners approve all of the dogs playing together on one of the properties, they would all play together. While they would run around, I would take pictures and send them to their owners. Sometimes I would do the same, but at the dog park, walking the trails, or go to the beach parks.

Journeys/ Journeys Kidz, Peabody, MA- Sales Associate/Sales Representative

June 2015-December 2018

- Put all incoming shipments and inventory where they belong.
- Unpacking new shoes and sorting them out by the size and SKU number to the proper shelves.
- Greeted customers to make them feel more welcomed and comfortable to ask me any questions they needed.
- Retrieved shoe sizes in the back room if the size was not on the floor.
- Helping customers pick out shoes for gifts or even for themselves.
- Checked customers out.
- When closing, I would go to the bank to assure the draw count was correct, Clean the store by putting everything back to where it belongs and sanitize everything.
- Before leaving, I would lock all drawers and close the gate as well as lock it.

Shaw's Supermarket, Peabody, MA- Cashier

July 2013-September 2015

- Rang customers groceries and asked if they were a part of the rewards program.
- Sign customers up for the rewards program/ put in their number if they already had one.
- Bagged groceries for customers
- Help bring groceries to the customers' vehicles and put their groceries in their vehicle to those who needed the help.
- Received all carriages from the parking lot outside back inside to make sure the customers have them available when coming in the store.
- Collected all baskets and stacked them back at the entrances for the customers
- Collected items in the incorrect places to the correct place to keep everything looking nice and organized.

EDUCATION

- Peabody Veterans Memorial High School- Peabody, MA
September 2013- March 2017
- North Shore Community College- Danvers, MA
GED- September 19th , 2020

KNOWN SOFTWARES

- CDK
- DEALER DAILY
- ADP