

Brianna Mixon

Muncie, IN

765.609.2634

breemmixon@icloud.com

Work Experience

Front Line Server

06/17 to Present

Qdoba

Muncie, IN

- Greeted customers, answered questions and recommended specials to increase profits.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.
- Displayed enthusiasm and knowledge about restaurant's menu and products.

Team Lead

11/2019 to 09/2021

Panera Bread

Muncie, IN

- Delegated daily tasks to team members to optimize group productivity.
- Kept work areas clean, neat and free of safety hazards to maximize efficiency.
- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Utilized coaching and leadership principles to enhance internal and external team dynamics.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.

Customer Service Specialist

06/2019 to 10/2019

Navient

Muncie, IN

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

Skills

Calm and Professional Under Pressure

Upbeat and Positive Personality

Customer Account Management

Multitasking and Priorization

Communication/ Connecting with People

Education

Ivy Tech Community College

Associate

Criminal Justice

Muncie, IN

08/2018 to 05/2020

Ball State University

Bachelor's

Psychological Science

Muncie, IN

08/2021 to 07/2023