



Sierra Brown

📍 Pearland, TX 77584 📞 7139281025 ✉️ sierrabrown1126@gmail.com

PROFESSIONAL SUMMARY

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service. Dynamic **job title** with extensive experience in customer service. Highly organized professional establishes relationships with customers. Stays calm under pressure.

SKILLS

- Business Correspondence
- File Review
- Cash Register Operations
- Microsoft Word
- Operational Requirements
- Customer Satisfaction

WORK HISTORY

TAX ASSOCIATE

09/2022 to CURRENT

Tax Divas | Pearland , TX

- Reviewed clients tax filing papers thoroughly to determine eligibility for additional tax credits or deductions.
- Completed and filed returns with tax departments at local, state, and federal levels.
- Reviewed and analyzed client data and accurately prepared income tax returns and tax research.
- Helped individuals build legacies through estate and gift tax planning, charitable giving, and philanthropy services.

SALES CONSULTANT

07/2019 to 11/2020

Nordstrom | Aventura, FL

- Created detailed sales presentations to communicate product features and market data.
- Used consultative sales techniques to understand customer needs and recommend relevant products and services.
- Responded to telephone and in-person requests for information.
- Maintained sense of urgency in answering customer questions and requests through email or voice message.
- Increased sales by fostering relationships with customers, implementing business strategies and suggesting areas for improvement.

RECEPTIONIST

09/2017 to 04/2019

Massage Luxe Spa | Pembroke Pines , FL

- Confirmed appointments, communicated with clients, and updated client

records.

- Corresponded with clients through email, telephone, or postal mail.
- Resolved customer problems and complaints.
- Answered phone promptly and directed incoming calls to correct offices.
- Kept reception area clean and neat to give visitors positive first impression.
- Maintained confidentiality of information regarding clients and company.

RECEPTIONIST

07/2013 to 09/2016

Massage Envy | Hollywood, FL

- Confirmed appointments, communicated with clients, and updated client records.
- Corresponded with clients through email, telephone, or postal mail.
- Resolved customer problems and complaints.
- Answered phone promptly and directed incoming calls to correct offices.

EDUCATION

High School Diploma

06/2014

Charles W Flanagan High School, Pembroke Pines, FL