Briana Phelps

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Professional Experience

Rentals, Sales, and Finance Specialist

Family RV – Morgan Hill, CA · June 2015 – Present

- Delivered exceptional front-line customer service by greeting clients, answering questions, and guiding them through rental, sales, and financing processes in a professional and welcoming manner.
- Managed high-volume, multi-line phone systems, scheduling appointments, routing calls, and ensuring timely follow-up—demonstrating strong telephone etiquette and communication skills.
- Coordinated scheduling and logistics by working with internal teams to organize unit deliveries, manage timelines, and communicate updates—mirroring patient scheduling and workflow coordination.
- Collected and processed payments, explained financial responsibilities, and handled sensitive financial transactions with accuracy and accountability.
- Verified and documented customer information, ensuring accurate data entry and recordkeeping across systems (Google Sheets, CRM), supporting billing and reporting accuracy.
- Assisted customers with questions regarding financing and coverage options, translating complex financial information into clear, understandable terms.
- Investigated and resolved customer concerns and account issues, escalating when necessary and ensuring a positive customer experience.
- Maintained organized digital and physical records, ensuring documentation completeness and compliance with internal procedures.
- Balanced multiple priorities in a fast-paced, high-volume environment, maintaining attention to detail and meeting deadlines.
- Collaborated with management and cross-functional teams to improve workflows, communication, and service delivery.
- Implemented CRM tools and standardized processes to improve scheduling, tracking, and overall operational efficiency.
- Trained and supervised team members to ensure consistent service quality, workflow efficiency, and adherence to procedures.

Pharmacy Clerk
Safeway – Midtown San Jose, CA · Dec 2014 – Jun 2015

- Assisted in medication preparation and dispensing under pharmacist supervision, maintaining safety and regulatory compliance.
- Managed inventory and ensured proper medication storage.
- Delivered prompt, courteous service and resolved customer inquiries.
- Processed an average of 50 insurance claims per month.
- Supported pharmacy operations through accurate data entry.

Sales Advisor
H&M – San Jose, CA · Sep 2013 – Nov 2014

- Assisted customers and managed fitting room operations with a focus on excellent customer service.

Staffing and Operations Coordinator
Victoria's Secret – Milpitas, CA · Jun 2010 – Aug 2013

- Conducted onboarding and managed interview scheduling for new hires, demonstrating strong leadership and organizational capabilities.

Education
Bachelor of Arts in Child and Adolescent Development

- San Jose State University – San Jose, CA

High School Diploma

- W. C. Overfelt High School – San Jose, CA

Skills
- **Technical Proficiency:** Microsoft Office (Word, Excel), Google Suite, EMRs, WordPress, video editing software
- **Customer Service:** Strong interpersonal, cross-cultural communication, multitasking
- **Healthcare Knowledge:** Medical terminology, patient coordination, scheduling
- **Organization:** Detail-oriented, deadline-driven, effective planner
- **Problem Solving:** Calm under pressure, analytical thinker
- **Team Collaboration:** Builds trust and rapport in team and client-centered settings