

# SHAUNEECE BROWN

CUSTOMER SERVICE & INDEPENDENT CONTRACTING



## CONTACT

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## SUMMARY

Professional and results-driven work ethic with top level efficiency seeking the opportunity to join an organization that thrives in customer service and skill. Specialized skills include development, problem solving, automotive inspections & repairs, communication, management, account management, relationship building, remote work experience, data collection, and client services.

## EDUCATION

Tricoci University  
Cosmetology School  
2020

## PROFESSIONAL EXPERIENCE

### Automotive Independent Contractor (Full Time 84hrs/wk)

Manufacturing Technologies, Inc., Sterling Heights, MI | 06/2023– present

Perform various automotive campaign repairs and services according to the scope of work detailed in Purchase Orders written by Buyers.

- Vehicle inspections requested by Buyers including driving, MAHLE system operations, shuttle driving, invoice replacement, battery changes, FDA torque compliances.
- Campaign repairs for headlights, battery replacement, and cup plug

### Client Service Representative (Full Time 40hrs/wk)

Department of Treasury, Indianapolis, IN | 08/2022 – 04/2021

Sophisticated interviewing techniques set forth by detailed Internal Revenue Service training to advise on tax liability and probable assessment of taxes.

- Data entry and investigations of controversial tax reporting
- Documenting client information obtained from research of records.

### Accounting Clerk/Billing Specialist (Full Time 40+hrs/wk)

Tradebe Treatment & Recycling, Merrillville, IN | 01/2017 – 06/2020

Prepare customer packets to create schedules for chemist pickups/deliveries. Maintained records and financial accounts through invoicing/data entry.

- Use of established government laws, rules and regulations to determine chemical classifications for billing.

### Accounting Clerk (Full Time Temp 40+hrs/wk)

Cargill Steel, East Chicago, IN | 11/2012– 09/2015

Performed a variety of office accounting and administrative support duties.

- Invoicing, scheduling meetings, documenting chemical manufacturing information for metals, overseeing completion of work orders, developing spreadsheets, negotiating past due accounts, fuel surcharging, financial reporting, end-of-month and year end closing reports.

## TECHNICAL SKILLS

Billing & Invoicing  
Automotive Independent Contractor  
Account Clerk  
Microsoft Office  
Spreadsheets

## ACHIEVEMENTS

Licensed Esthetician  
Studio Lashiea Becoming  
2020