

Kimberly Brown

Milledgeville, GA

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478-363-0961

Work Experience

Visitor Services Manager

Milledgeville/ Baldwin County Convention and Visitors Bureau

April 2021 to Present

Overseeing the daily visitor experience with a focus on ensuring a positive and efficient visitor experience, responding to lead inquiries, callers and walk-in visitors with a friendly and welcoming demeanor, carrying out of opening and closing procedures, learning and sharing accurate information on Milledgeville-Baldwin tourism products including hotels, attractions, retail, dining and events, managing the daily operation of all retail sales including all trolley monetary transactions. Schedule guides, drivers for tours. Plan group and private tours for companies, tour groups, schools and organizations. Work with the city garage and public works department in maintaining the trolley and office.

- Quickbooks
- Microsoft Office 365- Outlook, Excel, Word, Access
- Google Docs

HR/ Accounting Specialist

Tomlico, LLC - Milledgeville, GA

June 2020 to April 2021

Provide support for six Zaxby's Franchise stores employees. Handle onboarding of new hires, background checks, ACA benefits, payroll, and work with recruiting software to assist General Managers in the hiring of employees.

Pay invoices for the six stores, cut checks to vendors, handle receipts of credit cards for all the stores.

Software:

- Quickbooks
- Paycor HR & Payroll solutions program
- Microsoft Office 365- Outlook, Excel, Word, Access
- Google Drive for sharing data of the stores
- One Drive

Senior Customer Service Representative

Audit MicroControls Inc - Eatonton, GA

September 2014 to April 2020

Provided customer support, technical support for domestic and international customers. Audit MicroControls, Inc is a Biotech company with customers in the medical/ laboratory setting. I was brought in as Office Manager during the transition of the company moving from California

to Georgia, assisting in coordinating new hires in the roles in the company; establish office procedures, overseeing the transport of supplies from the old site to the new site.

- Quickbooks
- MS Office
- Quickbooks
- Processed orders
- Provided support- sales and technical to customers
- Resolve customer complaints
- Data entry, filing, word processing, copying, faxing
- Prepared orders for shipping- domestic, international
- Prepare documents for international orders- Proforma Invoice, Commercial Invoice, Certificate of Origin, Declaration of Conformity.
- Worked with FEDEX, UPS, DHL, various Freight Forwarders
- Help to identify most appropriate product for customers' needs
- Respond to customers by phone, email and online chat in a prompt, courteous and concise manner.
- Identify issues and routed to appropriate department for resolution.

Office Manager

A+ Technical - Milledgeville, GA

August 1998 to September 2014

- Customer Support- phone, email, in person
- Quickbooks
- MS Office
- Bookkeeper software for Payroll solutions
- Entered customer data
- Prepare invoices
- Process payments- accounts payable and receivable
- Prepare quotes
- Procured supplies, parts
- Schedule employees time sheet
- Process payroll
- Schedule service calls
- Prepare SOP, maintain office procedures

Education

Georgia College - Milledgeville, GA

September 1989 to March 1991

High school diploma in College Prep

Jonesboro High School - Jonesboro, GA

1986 to 1989

Georgia College and State University Continuing Ed
Bookkeeper Certification Course

Georgia Real Estate License

References

Mario Gastelum- Director of Sales
Audit MicroControls, Inc
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Karen Brooks
Century Bank and Trust
karenbrooks@centurybankonline.com

More references upon request