

Brittany Ferguson

Superior work ethic, Excellent customer service.

Olympia, WA 98502

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- Recent undergrad looking to change careers.
- Very understanding of different people and cultures.
- Able to establish rapport with clients based on lived and learned experiences.

Authorized to work in the US for any employer

Work Experience

Courier Driver

FedEx Express - Palm Springs, CA

January 2015 to Present

Responsibilities

Unloading freight, operating powerpad, keep track of each package into and out of the location in a timely manner.

Skills Used

Zoning.

Recovery Specialist

Telecare Corporation - Olympia, WA

January 2022 to June 2022

Deliver excellent and effective behavioral health services that engage individuals in recovering their health, hopes, and dreams. Deliver cultural diversity, humility, equity, and inclusion at all levels.

Work at a 16-bed locked hospital facility providing acute inpatient psychiatric treatment to adults aged 18+, diagnosed with a serious mental illness.

Provide care that responds to the physical and psychological needs of patients that I provide direct and indirect services according to individual service plans and Medicaid standards.

Substitute teacher aid Emotionally distributed

Fontana Unified School District - Fontana, CA

August 2019 to June 2020

Support teacher to ensure a safe and stimulating educational environment.

Assists in planning and prep for daily assignments.

Assists with children of all ages and ethnic backgrounds regardless of abilities.

Establish rapport with students and maintain healthy relationships with all students and staff members.

Cashier/Customer Service

Wetzel Pretzels - Cabazon, CA

May 2014 to November 2014

Responsibilities

Cashier, customer service, expedite, close store.

Accomplishments

I was able to incorporate my ideas with management to make Wetzels sale more and use less

Skills Used

Customer Service, zoning, and quality cleanings.

Bus Driver

First Student - Twentynine Palms, CA

April 2013 to June 2013

Responsibilities

Pre trip bus, post trip, transport students to and from school safely, chart destinations.

Accomplishments

I became more of a safe driver in and out of my bus.

Skills Used

Zoning skills, driving skills, time management.

Part-time Merchandiser

Hallmark - Yucca Valley, CA

May 2012 to December 2012

Zone

- Customer Service
- Perform Daily Audits
- Occasionally perform revisions
- Read Planogram/CDU
- Lift Boxes up to 75lbs

Sales Associate

Wal-Mart - Fontana, CA

July 2008 to January 2009

Customer Service

- Zone
- Pull Freight
- Work Numerous Depts at once
- Lift boxes up to 70 lbs.

Education

Bachelor's in Sociology

California State University Chico - Chico, CA

August 2018 to May 2020

AA in Sociology

Chaffey College - Rancho Cucamonga, CA

August 2013 to June 2018

General Education

San Bernardino Adult School - San Bernardino, CA

June 2010

Skills

- Customer service, zoning, resets, revisions, working in a team setting.
- Driving
- Courier
- Bus Driving
- School Bus Driving
- Shuttle Driving
- Delivery Driver Experience
- Quality Inspection
- Planograms
- Load & Unload

Certifications and Licenses

Class B license

April 2013 to June 2018

Passenger endorsement, school bus certificate, California Highway Patrol certificate.

Driver's License: Class: B, State: CA, Expires: June 2017

Endorsements: P (Passenger vehicles), S (School bus)

Assessments

Delivery Driver — Highly Proficient

May 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Highly Proficient](#)

Interstate Truck Driving — Proficient

May 2020

Regulations and safe driving practices for long-distance trucking.

Full results: [Proficient](#)

Manufacturing: Quality Inspection — Proficient

June 2020

Making precise measurements, reading prints, and making pass/fail decisions.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills • Customer Service

- Zoning
- Performing Revisions
- Performing Audits
- Ability to stand for hours at a time.

Hard Working Individual! • I can bring a hard working individual who is motivated to meet company deadlines while following all Safety and dresscode rules and regulations. I am excited to learn new things and work around people.