

Beres Brown

CUSTOMER RELATIONS & OPERATIONS LEADER

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PROFESSIONAL SUMMARY

People-focused operations and customer relations leader with experience in team support, training, conflict resolution, client education, and service-based problem solving. Known for staying composed in high-stress situations, building trust with customers and team members, and supporting strong day-to-day performance in both office-based and hands-on operational environments. Seeking leadership-focused roles where communication, accountability, organization, and calm decision-making under pressure are central to success.

CORE STRENGTHS

Team Leadership • Customer Relations • Operations Support • Conflict De-escalation • High-Stress Composure • Customer Education • Relationship Building • Service Recovery • New Hire Training • Coaching & Mentorship • Administrative Support • Process Improvement • Policy Review • Cross-Functional Collaboration • Inventory Control • Public Communication • CRM Documentation • Microsoft Office • Hands-On Problem Solving

PROFESSIONAL HIGHLIGHTS

- Led, trained, supported, or served hundreds of customers, clients, and team members across customer-facing, insurance, retail, and operational roles.
- Attended professional development and industry conferences throughout the country, strengthening leadership, communication, customer engagement, and service skills.
- Trained, shadowed, and supported new employees in customer-facing and operational environments.
- Known for staying calm and professional during difficult customer interactions, high-pressure conversations, and fast-moving work environments.
- Built a strong foundation in leadership, customer communication, issue resolution, public communication, documentation, and service-based problem solving.

AWARDS

- Top 200 Agent Recognition - American National Life Insurance: Ranked within the top 200 agents out of 1,000+ agents.

PROFESSIONAL EXPERIENCE

American National Life Insurance

Client Relations Representative / Licensed Insurance Agent | January 2024 - May 2026

- Built and maintained client relationships by helping customers understand insurance options, policy details, renewals, and service needs.
- Helped clients understand insurance and financial protection options based on their needs, goals, and personal situations.
- Supported customers through policy questions, service concerns, account updates, and follow-up needs while maintaining a professional and customer-first approach.
- Maintained accurate client records, policy information, and follow-up documentation while managing a high volume of customer interactions.
- Used calm, consultative communication to identify customer needs, explain complex information clearly, and guide clients through important insurance-related decisions.
- Balanced customer service, administrative follow-up, compliance-sensitive documentation, and relationship management in a regulated environment.

The Medicare Basics - Largo, FL

Client Support Specialist / Licensed Insurance Agent | January 2023 - December 2023

- Assisted current and prospective customers by reviewing plan information, answering questions, and helping clients understand Medicare-related options.
- Entered accurate customer information into CRM systems while managing live customer conversations and follow-up tasks.
- Trained and shadowed new employees, helping them understand customer conversations, workflow expectations, documentation standards, and service procedures.
- Reviewed current customer plans and supported policy renewal processes with attention to accuracy, customer needs, and service quality.
- Partnered with IT on a CRM/Jira integration project designed to streamline internal processes and improve workflow visibility.
- Maintained professionalism and composure while helping customers navigate confusing or stressful plan-related questions.

Publix - Saint Petersburg, FL

Produce Clerk / Customer Service & Team Support | April 2020 - January 2024

- Supported daily produce department operations, including inventory organization, product presentation, customer assistance, and task completion.
- Helped oversee team members to ensure assigned responsibilities were completed accurately, efficiently, and according to department standards.
- Built positive customer relationships by answering questions, resolving concerns, and de-escalating conflicts in a professional manner.
- Maintained accurate inventory counts and supported effective stock management, ordering, and department organization.
- Demonstrated steady leadership and composure in a fast-paced retail environment with frequent customer interaction.

City of St. Petersburg Water Resource Department - Saint Petersburg, FL

Plant Maintenance Mechanic Apprentice | November 2018 - August 2019

- Supported maintenance and repair work connected to the St. Petersburg water system.
- Communicated with citizens to provide reassurance, explain service-related concerns, and support public confidence during maintenance activity.
- Collaborated with team members to analyze operational challenges and identify practical solutions.
- Assisted with training new hires on procedures, expectations, and day-to-day operational responsibilities.
- Developed hands-on technical, troubleshooting, safety, and public-service experience in a municipal operations environment.

Designer's Closet - Saint Petersburg, FL

Store Operations Lead / Team Lead | January 2017 - November 2018

- Managed daily store operations, including customer service, team coordination, inventory organization, merchandising, and financial transactions.
- Led team members to maintain operational standards, support customer satisfaction, and ensure consistent store performance.
- Handled challenging customer situations with professionalism, patience, and de-escalation skills.
- Oversaw inventory needs and helped ensure timely ordering, store organization, and product availability.
- Provided steady leadership in a customer-facing environment that required composure, accountability, and strong people skills.

EDUCATION & TRAINING

St. Petersburg College - Associate of Arts, Business Management, 2021

PTEC Vocational Training - Public Works, 2017