

BRYCE CAMPBELL

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Objective:

Seeking to work in a fast paced environment in a data entry or quality driven role that will challenge me to think critically and be challenged daily to learn new tasks, policies, and procedures while affording me the opportunity to grow and professionally develop with a great company.

Professional Experience:

Germaine Marine LLC

2016 to 2018

Office Manager

- Responsible for running and maintaining office operations inclusive of creating purchase agreements/contracts and closing out pending cases for qualified customers. Also tasked with all production of work orders, processing invoices, reviewing inventory and ensuring that we are able to effectively meet customer demands.
- Maintained several social media accounts and used marketing strategies to develop relationships with customers to generate repeat service opportunities through the creation of effective advertisements for over 300+ units on 15+ classified ad websites.
- Worked closely with technician staff and verified inventory and parts/accessories were readily available for the completion of projects/assignments.
- Also served as a de-escalation point to customer's pre/post-delivery with any potential issues with their product, account, or the service that was provided to them.
- Effectively managed timeline expectations so that deliverables and deadlines were adhered to and productivity was effectively managed among all employees.

JLF Web Design

2015 to 2016

Call Center Representative

- Responsible for fielding inbound calls and assisting customer with account related concerns.
- Tasked with meeting/exceeding measurable/metrics for Quality Assurance, Adherence, and Average Handle Time. Worked well with a team of 12 people.
- Maintained attendance/adherence expectations.
- Maintained expectations regarding call quality and resolution time.
- Efficiently pronounced script to inbound/outbound calls.
- Properly qualified customers to next step.
- Efficiently closed deals.
- Provided Manager with correct deal information.

Education:

Desert Ridge High School; High School Diploma