**Brian M. Carper**

Phoenix, AZ 85006 Phone: 602.583.0003 Email: [carper.brian@outlook.com](mailto:carper.brian@outlook.com)

**Summary:**

An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.

**Skills:**

* Customer Service
* Microsoft Office Applications
* Quick Learner
* SIP/VoIP Phone’s
* Pricing Scanner & POS
* Able to Work with Little Supervision
* Computer Hardware/Software
* Social Media
* Video Broadcasting
* Adobe Creative Cloud Software
* Wix CMS (Content Management System)
* CRM (Customer Relationship Manager) software

**Experience:**

***Concentrix – Tempe/Phoenix, AZ*** *06/24/2019 – 02/19/2020*

*Call Center Customer Service Agent*

**Responsibilities:**

* Answering inbound calls for our client with SIP/VoIP tool “GENESYS Softphone”
* Building Rapport with our client’s customer’s and providing CS in a contact center environment to resolve customers issues and questions.
* Taking Credit/Debit & E-Check payments for billing and requesting gift items to be sent to customers.
* Using a CRM (Customer Relationship manager) “Kana/Sword Caboodle” to preform transactions and manage accounts.
* Transferring calls to proper representatives/departments.
* Using active listening skills and probing questions to better understand and resolve customers issues and questions.

***Basha’s - Phoenix, AZ*** *10/28/15-06/21/2019*

*Courtesy Clerk*

**Responsibilities**:

* Assisting customers and cashiers in verifying prices.
* Providing customers with a carry-out service when requested.
* Retrieving shopping carts from surrounding areas.
* Greeting and thanking customers in a friendly, professional manner.
* Sweeping and mopping store floors, and keeping restrooms, check stands, grocery carts and the parking lot clean.
* Providing customer service throughout the store.

***AMC Theaters - Phoenix, AZ*** *7/23/14- 8/15/15*

*Film Crew*

**Responsibilities:**

* Make certain that guest service is friendly, helpful, and fast
* Answer questions from guests and resolve any concerns
* Uphold AMC’s high standards and deliver company- wide programs
* Control access to theatre by greeting, directing guests, and tearing tickets
* Monitor auditoriums for picture/sound quality, temperature, lighting and guest behavior

**Education:**

Camelback High School – High School Diploma *Phoenix, AZ - 2009 - 2013*

Camelback HS/Metro Tech, Certificate of Completion – Computer Maintenance *Phoenix, AZ - 2011 - 2013*

*View my website for more about me:* [*https://themidnightarmy.com/*](https://themidnightarmy.com/)

*\*References Available upon request*