

Brian McClure

Fontana, CA

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WORK EXPERIENCE

Verification Specialist

Cloud Marketing, Inc - Rancho Cucamonga, CA - September 2015 to Present

Responsibilities

Answer Inbound Calls; Read Third Party Verification Verbatim; Outbound Customer Verification Calls

Skills Used

Customer Service; Call Center

CMO Specialist

Bank Of America - Brea, CA - August 2012 to March 2014

Responsibilities

Inbound Phone Sales; Direct Customer Service; New Hire Assistance; Customer Profile Management; Credit Card Sales; New Hire Training; Team/Meeting Leader; Call Resolution

Accomplishments

Helped teammates who were struggling in sales reach the monthly bonus payout threshold; Trained teammates & new hires in sales strategies; Created standards for customer service; Handled upset customers who requested manager assistance; Reached monthly sales goal for bonus pay out every month employed

Skills Used

Sales; Customer Service; Mathematical & Creative Problem Solving; Teaching Customers Savings Tactics

Personal Trainer

Self Employed - Rancho Cucamonga, CA - June 2010 to August 2012

Responsibilities

Daily Workouts; Cardio/Physical Training; Meal Prep; Film/Book Studies; Counseling

Skills Used

Physical Workouts; Coaching; Studying Habits; Proper Meal/Body Prep; Counseling

Line Cook

Panera Bread - Moreno Valley, CA - March 2011 to July 2011

Responsibilities

Food Prep; Stocking/Inventory; Direct Customer Service; New Hire Assistance

Accomplishments

Developing a faster process for food prep to server distribution; Consistent customer service throughout slow or fast shifts

Skills Used

Sales; Mathematics; Food Prep; Customer Service

EDUCATION

Some College in Child Development/Education

Chaffey College - Rancho Cucamonga, CA

2007 to 2012

High School Diploma in General Education

Etiwanda - Etiwanda, CA

2003 to 2007

ADDITIONAL INFORMATION

Typing 45wpm Certification From Los Angeles, Ca. February 2015