

# Benjamin Weisz

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## **Summary of Qualifications**

Savvy with; PC/MAC, Google, MS, Excel, Power Point, FedEx insight, Lucid Charts, Tableau, Jira, and High Jump. Always eager to dive into new projects, and consistently improve upon existing methods. I've spent over 3 years working in a start up environment, and I'm no stranger to wearing multiple hats.

## **Education**

### **University of California, Santa Barbara**

Bachelors of Arts in Psychology – June 2015

## **Work Experience**

### **Ops and Development Trainer**

The Black Tux: Santa Monica

Dec. 2017 - Present

- On-boarded over 60 Customer Care Agents
- Developed, and edited content for an Internal Knowledge Base
- Implemented new Learning and Development material

### **Customer Care Agent**

The Black Tux: Santa Monica

Sept. 2015 - Dec. 2017

- Fit Specialist, Wedding Party Concierge, seasoned Agent
- CRM experienced, FedEx Insight
- Maintained a 99% CSAT score for live phones/emails
- Found and reported technical bugs for site improvement
- High Jump shipping systems proficient

### **Co-Founder**

Cap'd: University of California, Santa Barbara

Apr. 2015 - June 2015

- Recycled materials repurposed and sold as jewelry
- Contributed to product development, ran sales, and gave creative input

### **Volunteer Research Assistant**

Dr. Russel Revlin's Laboratory University of California, Santa Barbara

Apr. 2015 - June 2015

- Ran subject tests on reasoning and decision making tasks
- Instructed subjects in the procedure of the test
- Organized the subject data for statistical analysis

### **Hospital Intern**

Five Towns Neuroscience Research: Cedarhurst, NY

July 2013 - Aug. 2013

- Shadowed a Neurologist, Physician Assistant, and researcher.
- Saw the diagnosis procedure and research behind the method
- Ran cross checks for potential drug abusers

### **Volunteer Companion**

The Friendship Circle: Orange County, CA

June 2008 - Oct. 2014

- Was a counselor/friend to teens and pre-teens with special needs
- Assisted with any social or physical problems
- Watched over and engaged them socially with other kids

### **Customer Service Specialist/Sales Attendant**

Office Depot: Huntington Beach, CA

Oct. 2008 - Oct. 2009

- Had multiple responsibilities within different domains
- Worked as a unit with fellow employees
- Assisted with a wide arrange of laptops