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| 14704 SW Beard Rd. Apt. 234, Beaverton, OR 97007 • 972-261-6343 • brnksr42@gmail.com | | | |
| Brian Kaiser | | | |
| Objective | | | |
| Secure a position where I can utilize my customer service, management and administrative experience. | | | |
| Experience | | | |
| Aug 2008 – Feb 2013 | | Follett Higher Education Group | Dallas, TX |
| Textbook Manager  * Manage the course material procurement process for the University of Texas at Dallas. * Responsible for planning, purchasing and maintaining large inventories of course materials to maximize profits in a dynamic retail environment. * Daily management of employees to ensure a high level of customer service through customer interaction, training and development. | | | |
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| Aug 2003-June 2008 | | Enterprise Rent-A-Car | Los Angeles, CA/ Dallas, TX |
| Liability Administrator  * Successfully investigated and resolved minor to major property damage and bodily injury claims while mitigating large liability exposures. * Extensive experience handling and resolving customer service issues related to the claims process. * Efficiently managed a large caseload of claims while maximizing resources and maintaining a high rate of closure. * Trained employees in loss evaluation and appraisal techniques. | | | |
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| July 1999-Aug 2003 | | Enterprise Rent-A-Car | Los Angeles, CA |
| Repair Supervisor  * Oversaw the vehicle repair department for the largest region in southern California. * Responsible for establishing and managing repair vendor relationships including marketing, contract negotiations and quality control in a high volume environment. * Handled all administrative duties related to accounts payable, reporting and auditing. * Developed data and auditing performance reports to create and implement action plans for improvement. | | | |
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| Feb 1997-July 1999 | | Enterprise Rent-A-Car | Tualatin, OR |
| Repair Coordinator  * Gather, organize and act upon information related to maintaining a large fleet of vehicles to maximize safety and utilization. * Review and authorize maintenance and damage repairs based on physical inspections. * Maintain and evaluate vendor performance as to downtime, cost and quality control of repairs. | | | |
| Education | | | |
| 1995 | University of Oregon BA in Music | | Eugene, OR |
| Office Skills | | | |
| Microsoft: outlook; excel; word; access. Accounting: accounts payable/receivable.References | | | |
| References are available on request. | | | |