

Brian P. Brady

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Customer Service and Inside Sales Experience:

Pivotal Home Solutions Inc. Naperville, IL August 2018-January 2019

Account Representative for Pivotal Home Solutions Home Solutions Customer Care Dept. performing Customer Service and Inside Sales for an 8 time J.D. Power and Associates Award Winning Company for Excellence in Customer Service. Provide exceptional Customer Service to account holders with home warranty plans that cover customers for such things as: repair and replacement for household appliances like refrigerator, washing machine, dishwasher, stove, as well as home warranty plans that cover the customer for repairs and inspection of gas lines, electrical lines, and outside water lines. Providing customer's with all aspects of Account servicing, including providing Account customer service, Account retention, Account upselling, and Account renewal. Excelling in providing exceptional customer service and in meeting daily, weekly, and monthly sales objectives.

Protocol Global Government Solutions Inc. Aurora, IL September 2017 – Apr. 2018

Bilingual Customer Service Representative providing monitoring of gps alarms for people that are on house arrest via outbound and inbound calls from program participants and officers of various counties, states, and regions. Was offered to be hired on from Staffing Agency to become regular, full-time employee of Protocol Global Government Solutions Inc.

Dial America Inc. Oak Brook, IL Oct. 2016-Dec. 2016

Bilingual-Spanish customer service and telemarketing (sales) agent for Dial America's client Lincoln Heritage. Assist customers of Lincoln Heritage Life Insurance with understanding Final Expenses and Medical Bill Reduction benefits on their Life Insurance policies and attempt to get those customers to add these Benefits to their Life Insurance Policies.

Optum Healthcare Inc. Jeffersonville, IN August 2013-February 2016

Licensed Healthcare Agent for Optum Healthcare. Served as a Licensed Healthcare agent providing customer service and sales to customers helping them understand and select Medicare plans. Helped customers with understanding of Medicare Supplement policies and helped matched customer's with Medicare Supplement plans that best fit their financial and healthcare needs. Worked as a Licensed Healthcare agent in both English and also took calls in Spanish as per company needs. Also provided customer service and sales to clients signing up for Cigna Dental plans. Licensed Medicare Supplement Plans Healthcare Agent in 48 states.

Manpower Inc. Louisville, KY March 2013-April 2013

- Customer Service Representative handling complex tax issues involving businesses credit card payment accounts. Assisted customers with tax issues related to their 1099k forms for the current tax year and handled any and all research relating to accounts. Handled all customer calls regarding billing and account information by providing appropriate referrals and by transferring calls to appropriate department.

Advantage Staffing Inc. March 2010-July 2010

- temporary contract position providing Customer Service to AT&T mobile customers with business accounts. Assisted customers with billing inquiries, service inquiries, technical cell phone questions, and inquiries regarding cell phone plans and cell phone coverage.

Spherion inc., Gainesville, FL 2002-2003

Customer Service Representative for Waste Management Inc. - Customer Service Representative handling inbound calls from existing Waste Management customers. Assisted customer's in a wide variety of issues including billing and service related issues. Excelled in a high call volume environment, handling over one hundred calls daily. Consistently met productivity goals in terms of customer satisfaction and volume of calls.

Adecco inc., Lansing, MI 2001-2002

Donor relations specialist for The American Cancer Society - Donor Relations Specialist for The American Cancer Society's National call center. National Call Center where agents received inbound calls from previous donors. Attempted to get prior donors to the American Cancer Society to either match their previous donation or to increase donation. Also a high call volume environment.

Other Professional Experience:

Labor Ready Louisville, KY 2010-2012

- Industrial, Light Industrial, and assembly line work. Performed quality control for Ralcorp Bakery Inc.

Labor Works Louisville, KY 2009-2010

- Industrial, Light Industrial, and construction clean up work

Right Hand Man Tampa, FL 2005-2008

- Industrial, Light Industrial work for Amelie Oil and houskeeping for Tampa Bay Convention Center

Action Labor Gainesville, FL 2005-2006

- Worked as a General Laborer and also performed construction cleanup

Manpower inc., Gainesville, FL 2004-2005

- customer service, light industrial, and shipping & receiving

Ingham Intermediate School District, Mason, MI 2001-2002

Substitute teacher

- substitute teacher for grades K-12

Oaklawn Psychiatric Center, Elkhart, IN 1999-2001

Case manager - served as an intensive Case Manager for adults with severe mental illness, and assisted them with a securing and maintaining a wide array of needed medical, social, and economic, benefits and services

Okun Brothers Shoes, Kalamazoo, MI 1997-1999

Retail salesman - performed retail sales and customer service

Awarded Salesman of the month, June 1998

EDUCATION:

The University of Michigan, Ann Arbor, MI

College of Literature, Science, and The Arts

Bachelor of Arts in Psychology, June 97

Awarded The University of Michigan Achievement Award and The League of United Latin American Citizens merit Scholarships.

SPECIAL SKILLS:

Fluent in Spanish, excellent listener, great patience, very persuasive, great typing and computer skills.