

Brian Epps

Los Angeles, CA

brianepps3_8z6@indeedemail.com

(817) 532-6185

- Versatile administrative professional with experience in a variety of business environments
- A team player with a great attitude, sense of humor and mastery of detail.
- Easy going and disciplined self-starter
- Extraordinary ability to multitask in a high paced environment
- Detail oriented critical thinker adept at problem solving
- Knowledgeable in Microsoft Office Suite including Word, Excel and PowerPoint
- Familiar with proprietary systems including Sony Ariba, Spiritworld, Cast It, Breakdown Express, iMovie

#readytowork

Authorized to work in the US for any employer

Work Experience

Game Advisor

GAMESTOP - Northridge, CA

September 2019 to Present

- Share product knowledge with customers.
- Provide outstanding customer service experience.
- Answering questions and assisting with product selection purchase.

Special Projects Coordinator

VERITES - Encino, CA

February 2019 to January 2020

- Update databases for proprietary systems.
- Perform comparative web search
- Execute quality control on documents and proprietary systems.

LYFT DRIVER

Lyft

October 2016 to May 2019

temp

ANTHEM BLUE CROSS - Woodland Hills, CA

November 2017 to February 2019

on/off season)

Switchboard Operator

- Answer and transfer calls to correct department to satisfy inquiry.
- Provide clients with general information related to health care.

- Schedule appointments for clients to speak with health care advisors.

Local 174 Analyst Data NBOC

SONY PICTURES ENTERTAINMENT - Culver City, CA

June 2015 to July 2016

- Verified and entered domestic and international box office receipts into specialized cash application software with 98% accuracy.
- Applied checks received to accounts with balances.
- Provided analysis of large data sets, identified discrepancies on domestic and international box office receipts and initiated follow up.

Project Manager

EMERALD HEALTH SERVICES

February 2015 to May 2015

- Reviewed and interpreted contracts with client hospitals and ensured consistency with company guidelines.
- Conducted contractual research and analysis.
- Provided administrative support to Corporate Affairs department.

Payroll Document Coordinator

EMERALD HEALTH SERVICES

December 2013 to February 2015

- Handled phone calls and provided liaison between nurses and payroll department for conflict resolution.
- Created and managed reports to track hours worked.
- Trained teammates on document preparation and quality control to temporary support staff.

Sourcing Specialist/Client Services Lead

PACIFIC TRANSFER - Torrance, CA

May 2012 to September 2013

- Performed stellar investigative research for clients.
- Created and managed databases to track completion of transfers.
- Managed Word and Excel files through Google docs.

Contract Analyst, Contract Processing

Nissan Motors Acceptance Corporation

October 2010 to September 2011

- Processed new auto loan contracts and reviewed for completeness and accuracy.
- Maintained large database of loan agreements.
- Calculated discrepancies on contracts and notified appropriate parties.

Call Center Representative

Nissan Motors Acceptance Corporation

February 2007 to October 2010

- Facilitated and tracked sales inquiries and leads for area dealerships.
- Liaised between consumer and dealership for inventory inquiry.
- Responded to clients inquiries via phone and email to provide product knowledge.

Education

Bachelor of Arts in Theatre in Theatre

Prairie View A&M University - Prairie View, TX

Skills

- • Versatile administrative professional with experience in a variety of business environments
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- •Detail oriented critical thinker adept at problem solving
- •Extraordinary ability to multitask in a high paced environment
- •Easy going and disciplined self-starter
- Sourcing
- Telemarketing
- Google Docs
- Multi-line Phone Systems
- Databases
- Conflict Management
- Databases
- Google Docs
- Microsoft Outlook
- Multi-line Phone Systems
- Project Management
- Sourcing
- Telemarketing

Assessments

Customer Focus & Orientation — Proficient

June 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/
share_to_profile/989ad4f27597dd37c58f9e0c58e37d64eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/989ad4f27597dd37c58f9e0c58e37d64eed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.