

Bryan Boyd
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Objective

My objective is to obtain a job that will allow me to utilize current skills and develop new skills that will make me more versatile and a valued asset to my employer.

Skills

- Administrative Assistant/Office Management
- Excellent Customer Service and Front Desk skills
- Director of First Impressions/Receptionist
- Moving Associate/Fleet Agent
- Vendor interaction
- Managed calendars, scheduled appointments, meetings, conferences
- Answered phone calls, taking accurate messages, answering customer questions
- Prepare reports, budgets and presentation materials
- Event Planning
- Ordering office supplies
- Good Email Etiquette
- Order catering
- Proficient in Microsoft word, Power Point, Yahoo, Google, Mozilla Firefox email, Oracle ERP, Salesforce, Google docs, Outlook
- Excellent Communication skills
- Strong Organizational skills

Education

- Cal State University East Bay, 2012 - Present
- Mt. Pleasant High School, 2010 - 2012
- Oak Grove High School, 2007 - 2009

Experience

West Valley Staffing Group (Tesla)

January 13- Present

Data Quality Analyst- Energy & Business Operations

- Examined complex data, and turned it into information and insight to inform business decisions
- Monitored performance and quality control plans to identify any issues or ways to improve system
- Worked on Salesforce and Tesla new system called Sales Management Platform (SMP) to Migrate numerous amounts of data and accounts.
- Project management on special task projects
- Working closely with the IT department and Account Managers to work on data transferring issues, system updates, and etc.
- Prioritizing projects for the week
- Having daily check in meetings
- Auditing data for Auditing reports
- Updating accounts with missing information, tracking duplicated account data, checking NDA and CIA Agreements, checking for closed, open, or lost opportunities connected with accounts.

Stanford University School of Medicine

Sep 19 – November 19

Administrative Associate 2

- Greet guest and employees, answered phones, transfer customers to the various departments
- Work with the admins to coordinate, schedule and set-up meetings.
- Order catering and delivery.
- Vendor interaction
- Process invoices, order supplies from Amazon Business and Oracle iProcurement, manage employees audit authorizations, creating tickets when office equipment is malfunctioning.
- Assisting Doctors with processing their financial transactions with in the policies and procedures.
- Prepare Meetings for Division team in Conference room.

- Updating spreadsheets with Division employee title changes or new employees.
- Accounting clerk (worked on Oracle Financials ERP) Processing on accounts payable and accounts receivables invoices, balancing reports, researching discrepancies
- Submit monthly invoices to Data Safe for payments
- Process Pcards (Purchase Cards), Tcard (Travel Cards), Personal Reimbursements, reports for Faculty Exec. Funds accounts.
- Also monitoring Transactions which may consist of researching and resolving Discrepancies.
- Maintain approved content on Websites.
- Constant back to back communication with doctors, faculty, staff and overall the Division.

Wells Fargo Private Bank

Oct 18 - Sep 19

Director of First Impressions/ Administrative Assistant/ Office Manager

- Greet guest and employees, answered phones, transfer customers to the various departments
- Work with the admins to coordinate, schedule and set-up meetings.
- Order catering and delivery
- Process invoices, order supplies, manage employees audit authorizations, creating tickets when office equipment is malfunctioning.
- Assisting Client Associates and Financial Advisors with any needs they have.
- Contact vendors and provide assistance as needed with set-ups and take-downs.
- Meeting with vendors to see what needs to get done or what we need to get serviced in our office.
- Assist clients with their accounts on client link.
- Helping them find their FA and locating any info they need on their accounts.
- Searching by account number, phone number, or names of the clients.
- Prepare regional meetings; such as handouts for the meeting, notifying the speakers about any info changes for the meeting, and all in all making sure I am managing the front office.
- Creating spreadsheets for upcoming company events, spreadsheets for our vendors, spreadsheets for employee info, spreadsheets for hotel office use, and spreadsheets for our conference call line use.
- Conduct audits, Assist with Event Planning
- Accounting clerk (worked on Oracle Financials ERP)
- Processing on accounts payable and accounts receivables invoices, balancing reports, researching discrepancies.

Robert Half Technology Agency (VMware)

Sep 18 - Oct 18

Receptionist/Administrative Assistant

- Greeted guest and employees and checked in guests.
- Answered incoming calls and transfer to the designated departments.
- Issue out temporary employee badges

Robert Half Technology Agency (Ridge Vineyards)

May 18 - Jun 18

Data Specialist

- Scanning over 1000 business cards from various companies.
- Updating the database correctly, and verifying that the information from the cards are populating the information onto the system and making accounts for each card.
- This process makes customer searches more efficient.
- Used Salesforce to makes it easy to put data into the right spots and navigate through it.

Robert Half Technology Agency (Payless Car rental Station)

Jan 18 - Feb 18

Front Desk/Customer Service Associate

- Worked in all three positions, Front desk, Car Washer, and the Gate.
- At the front desk position, I checked customers in coming for rentals.
- Checked contracts and guided customer through the entire rental process.
- Inspected the vehicle to mark any damages on the vehicle.
- Perform exchanges or upgrades to maintain customer satisfaction.

- Took vehicles to our car washing system, filling the gas up, cleaned vehicles, and ran the vehicles through our car wash.
- Performed inspections to the vehicles for damages.
- Checked customers in for rental returns.

Robert Half Technology Agency (Alaska Airlines)

Dec 17 - Dec 17

Fleet Agent

- Prepared planes for each trip.
- Restocked planes with utilities, maps, etc.
- Cleaned planes.
- Also was a Ticket Agent that consisted of checking in customers boarding passes, made sure customers are all set and provided great customer service.
- Guided flyers with any question or concern.

YesVideo Inc

Feb 15 - Dec 17

Data Entry

- Update customer order information to our system, checked for the amount count they have ordered and matched the items they sent in.
- Checked information being entered in our computer database, organized files, and payed close attention to detail.
- Provide great customer service

Chargepoint

Aug 15 - Aug 16

Administrative assistant/ Human Resource Assistant

- Welcomed visitors, answered phones, greeted employees.
- Assisted HR and administrative assistant with emails, coordinating meetings, calling vendors for invoices, and meetings.
- Helped customers to the designated departments.
- Provide great customer service

Fry's Electronics

Jan 13 - Jul 14

Call Center Representative/ Customer Service

- Assist customers over the phone with inquiries about products.
- Checked product inventory.
- Guided customers to correct departments for further questions and knowledge on products.
- Helped customers and the sales department with finding the right product or a similar item that will have
- Leaving them with best customer service.

Piedmont Moving Systems

Jun 12 - Oct 12

Moving Associate

- Packed up households or businesses.
- Worked with customers on their contracts for pack up.
- Worked with dispatchers to ensure everything the customer had on their contracts was correct.
- Helped make changes to contract for customer needs.
- Provided exceptional customer service and guided customer through any questions or concerns.

Additional Experience

Bethlehem Baptist Church

Jan 06 - Present

Minister/ Layman/ Administrative Assistant/ Finance Team

- Set-up and Take down for all functions
- Preach sermons and to deliver the word from God to everyone
- Financial team member (counting tithes & offering, creating spreadsheets for Church members tax forms)
- Conduct Services
- Customer service rep for the church
- Computer literate using Microsoft word, Power Point, Yahoo, Google, Mozilla Firefox email etc.

- Organize, reliable, caring, quick learner, work well in a fast pace environment, professional and well mannered
- Typing Test 35+ wpm
- Accounting clerk
- ACH processing for direct depositing to accounts, worked on FSP to look up member overview, Bill pay, Extranet, FIS debit (data navigator).

References:

Faye Baker, Executive Administrator, Bethlehem Baptist Church (408) 821-5677

Schemika Napoleon, Executive Admin, Charge Point., +1.408.841.4500 direct | +1.408.910.9445 mobile

Ray DeLeon, Supervisor, Ridge Vineyards (415) 225-1527

Christina DeLong, Vice President, Robert half (925) 847-9670