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## BRIAN JOHNSON

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### CUSTOMER SERVICE QUALIFICATIONS

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- Obtained and evaluated all relevant information to handle inquiries and complaints
- Managed customers' accounts
- Dealt directly with customers either by telephone, electronically or face to face
- Knowledge of principles and processes for providing customer and personal services
- Entered, transcribed, recorded, stored, and maintained information in written or electronic/magnetic form
- Ability to handle complaints, settle disputes, and resolve grievances and conflicts, or otherwise negotiate with others
- Able to determine charges for services requested and to collect deposits
- Able to encourage new products and increase sales
- Achieve customer satisfaction through effective communication, problem solving, professional phone etiquette and efficient processes
- Identify errors and inconsistencies to established procedures and ensure appropriate corrective action is taken
- Participates as a key player in ongoing customer service continuous improvement efforts, including providing input to department problem resolution, process refinement, and the creation of new processes
- Maintains knowledge of company products and customer service processes

### CUSTOMER SERVICE SKILLS

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- Excellent interpersonal and communication skills
- Experience using a computer and multiple software programs, and the ability to navigate through multiple screens and programs simultaneously
- Experience working in a high paced, goal driven, and results-oriented environment with ability to multi-task and work either independently or in a team oriented environment
- Possess strong organizational skills, the ability to handle multiple priorities, and demonstrate a strong work ethic

### WORK EXPERIENCE

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#### Bupp Construction, Oakland, CA

2011-2015

- Maintained client contacts
- Handled all vendor commerce
- Handled accounts receivable
- Processed payroll
- Processed incoming & outgoing mail

#### Salt and Pepper Contractors, Oakland, CA

2001 - 2010

- Provided business operation support for the company
- Assisted in the long term business plan as well as new client research and support

#### UCSF / San Francisco General Hospital Critical Care Unit

1997- 2000

- Maintained budget for five fellows, three interns and one medical student
- Transcribed doctors' notes for placement in charts
- Maintained budget of \$300,000
- Responsible for accuracy of all patients' records in Intensive Care Unit
- Liaison for medical staff
- Provided executive level administrative support for clinical care units from UCSF

#### Universal Health Care, San Francisco, CA

1996 -1997

- Handled all medical billing as well as collects
- Responsible for correct data entry
- Responsible for billing of claims for the network systems
- Prepared correspondence and heavy telephone communication

### MILITARY EXPERIENCE

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U.S Navy

Honorable Discharge

Veteran

### EDUCATION

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Chico State University, Chico, CA B.A. in Business

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