

James Branco

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Objective

To obtain employment within a structured professional firm as a part of a customer service/administrative team

Qualifications

- Ability to manage, organize, and coordinate multiple tasks effectively
- Excellent communication skills, both on the phone and in person
- Attentive listener
- Customer service oriented
- Computer literate

Professional Experience

Global Exchange Vacation Club/Travel Media/RCI (Fullerton, CA) 01/15 ~ Present

- Customer Service Representative/ Appointment Setter
- Increase volume per tour on time shares for company

Starline Tours (Hollywood, CA) 05/11 ~ 08/14

- Supervised and trained Agents
- Customer service: facilitate and develop relationships in person and over the phone, coordinate reservations, customer concern resolution

Boudin SF (San Francisco, CA) 05/07 ~ 05/11

- Guest Service Representative/Supervisor
- Cashier, Server, Caterer

Corona Lotus/Gourmet Center (San Francisco, CA) 04/04 ~ 05/07

- Customer Service/Catalog Order Taker
- Respond to high volume phone orders, inquiries, and concerns
- Data Entry, customer follow ups, fax and mail, order follow ups via UPS

Boudin Bakery & Café/ Boudin Sourdough Inc. (San Francisco, CA) 04/99 ~ 03/04

- Cashier/Expeditor/Customer Service/ Catalog Order Taker/Supervisor
- Assist customer with orders from front of house
- Responsible for high volume phone /mail orders to call center
- Responsible for inquiries regarding product information, order status and shipments
- Processed billing adjustments on credit cards
- Daily check batching of cash receipt

Gray Line Tours (San Francisco, CA) 11/97 ~ 03/99

- Reservations Agent
- Customer service, making reservations over the phone, various office duties

Red & White Fleet (San Francisco, CA) 11/94 ~ 10/97

- Reservation Agent
- Office Administration

United Airlines (San Francisco/ Los Angeles, CA) 07/87 ~ 10/94

- Flight Attendant/Reservation Agent/Ground Service Representative
- Assist Passengers on: board flights, ticket and gate counter, in person and over the phone

Education

Bachelor of Arts 1991

University of Southern California

Associated Arts 1989

Cal State Berkeley