

Brian Burton

3H Maple View Lane, Feeding Hills, MA 01030 | (413) 372-3106 | burton.sb86@gmail.com

Quality-focused leader with proven success in delivering outstanding customer service. Motivated to apply my interpersonal and technical skills into a long-term opportunity.

Skills

- Computer Savvy • Well versed in Microsoft/Apple Software & Hardware • Troubleshooter
- Detail Oriented • Excellent Communicator • Continuous Improvement • Quality Conscious

Experience

Professor's Assistant, Corinne A. Rock, J.D., Virtual

September 2015 – Current

- Drafts and publishes syllabi for business law courses with local University
- Enters examination materials from textbook into Plato platform
- Coordinates with Professor in curating discussion notes, publishing communication templates, and submitting grades
- Acts as the Professor's liaison between students and University personnel
- Executes personal errands including submitting bill payments, scheduling appointments, chauffeuring to airport and events, occasional cleaning of residence

Supervisor, CVS Health, Agawam, MA

December 2018 - Current

- Leads and trains staff on customer service and cross selling techniques
- Conducts front store and pharmacy departments inventory; sorts and organizes delivery, anticipates needed medications and supplies, places and expedites orders, verifies receipts, removes outdated drugs
- Ran busy COVID-19 test site through drive-thru; charted patient data and assembled testing materials; verified patient identification and insurance information. Supervised testing procedures and instructed patients how to self-administer the collection of specimens effectively and safely

Yacht Steward, Various Vessels, Miami, Hamptons, Caribbean

March 2018 – October 2021

- Provisioned food and beverage as well as guest and crew amenities. Labeled and dated cold storage and bilges for quick reference
- Delivered full service for up to 8 guests overnight and 45 guests for cocktail cruises
- Made cocktails and assisted chef with preparing breakfasts, lunches, dinners, and appetizers
- Crafted salads, hummus, charcuterie boards, and packed items for beach excursions

- Conducted turn downs and turn ups for overnight guests, ensuring pristine cabins and attention to detail.

Consultant, Agawam Pack & Ship, LLC, Agawam, MA

September 2017 - February 2018

- Collaborated with buyers, vendors, contractors, and customers during acquisition
- Trained staff on hardware/software, customer service techniques, upselling, and accounting procedures
- Coached employees on packing guidelines, shipping requirements, and QuickBooks
- Delegated tasks and assignments to heighten staff's knowledge of business operations

Owner, Agawam Pack & Ship, Agawam, MA

January 2012 - September 2017

- Increased profits through the launch of new products and services
- Updated technology and modified store layout to improve function and efficiency
- Analyzed overhead expenses to yield higher profits
- Formulated an excel template to adjust margins on packing materials
- Processed account payable/receivable transactions using QuickBooks
- Adhered to state and federal shipping policies and procedures
- Documented relevant information for day-to-day reporting

Education

Western New England University, Springfield, MA

June 2010

Bachelor's Degree in Business Administration and Management

Interests

Travel, Cultural Awareness, Linguistics, Plant-based Nutrition, Canoeing/Kayaking