

Bryan Holland

2240 Peachtree Rd. NE Unit 727 Atlanta GA 30309 | (404) 447-2835 | bry_holland@hotmail.com |
LinkedIn <https://www.linkedin.com/in/bryan-holland-241048174/>

Experienced Customer Service Specialist with 5+ years in Customer Service and Problem Resolution. Expanded on "Customer Contact" protocols from The Ritz Carlton Atlanta. Designed an "Employer Specific" method of caring for customers.

SKILLS

Customer Service

- 5+ years in Call Center and Hospitality environments
- Teaching/Instruction
- Organizational skills and keen eye for detail
- Research

RELEVANT EXPERIENCE

SCKExtrasCasting- Atlanta, GA - Movie Extra

APRIL 2022 - PRESENT

- Reported to set 15 minutes early to set for COVID testing and make up.
- Complied with instructions from the director concerning set etiquette and staying in character

YMCA- Atlanta, GA - Receptionist/Administrative Assistant

October 2019 - February 2020

- Answered incoming calls and directed them to the appropriate associate. Provided facility information including Day Camps and other special activities.
- Assisted with New Student intake. Made sure applications were completed in a timely manner.
- Instructed students on rules of behavior and assisted with conflict resolution as needed.

Bell South - Atlanta, GA - Call Center Representative

May-2004 – April-2005

- Received incoming calls assisting customers internal and external
- Assisted customers with new services and information
- Assisted customers with frequent rebate concerns

NOVA Information Systems - Atlanta, GA - Conversions Representative/Trainer

April-2001 – March-2004

- Made outbound calls to merchants new to our processing platform
- Performed credit card terminal reprogramming over the phone
- Instructed other representatives in the reprogramming of difficult point of sale terminals

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Atlanta Public Schools - Atlanta, GA - Substitute Teacher

Sep-1987 – May-1997

EDUCATION

Saint Andrews Presbyterian College Laurinburg, NC - Bachelor of Arts/ Mass Communications, 1987

Luther Judson Price High School - Atlanta GA - Honor Roll Student

VOLUNTEERING AND EXTRACURRICULAR

- Candy Striper for Grady Memorial Hospital
- American Legion Award for Leadership 1983
- Big Brothers Big Sisters of the National Capital Area, Big Sister (2013-2015)