

**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)  
Fleet Agent**

**Dec 17 - Dec 17**

- 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  
Data Entry**

**Feb 15 - Dec 17**

- 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  
Administrative assistant/ Human Resource Assistant**

**Aug 15 - Aug 16**

- 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  
Call Center Representative/ Customer Service**

**Jan 13 - Jul 14**

- 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  
Moving Associate**

**Jun 12 - Oct 12**

- 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  
Minister/ Layman/ Administrative Assistant/ Finance Team**

**Jan 06 - Present**

- 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