

Bryan Harman
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PERSONAL STATEMENT

With over five years of experience in workplace coordination and event management, I am committed to creating seamless, engaging environments that enhance employee experiences. My passion for exceptional customer service, operational efficiency, and problem-solving allows me to make a lasting positive impact in every workplace I support.

PROFESSIONAL EXPERIENCE

Jones Lang LaSalle

November 2024 - Present

EA Orlando Contractor & Workplace Experience Coordinator

- Lead the end-to-end execution of all gatherings, overseeing 20+ gatherings monthly and ensuring flawless setup and teardown by coordinating with IT for A/V requirements, orchestrating furniture arrangements, managing food and beverage logistics, and collaborating with vendors to deliver seamless, high-impact experiences.
- Oversee the seamless operation of the onsite store, ensuring optimal inventory management, strategic merchandising, and a high standard of customer service for visitors and EA employees purchasing branded apparel and EA-produced games.
- Utilize ServiceNow platform by responding to and assigning help tickets to streamline IT and facility operations to ensure highest quality experience and assistance can be provided between internal team members and the appropriate service team.
- Handle all incoming and outgoing packages, including domestic and international shipments, facilitating timely and secure deliveries.
- Strategically manage all inquiries and concerns for internal “customers” - providing exceptional service delivery to employees.
- Ensure prompt and effective follow-ups to achieve complete customer satisfaction and resolve issues with the highest level of efficiency and professionalism.
- Onboard new employees by curating essential resources and delivering comprehensive support to facilitate a seamless and impactful transition into their roles, fostering long-term success and engagement.

Valencia College – East Campus Provost Office

January 2023 - May 2024

Campus Operations Assistant Manager

- Coordinated the full cycle of event planning and event management of college-related events including schedule and logistics planning as well as collaborating with faculty, staff, security, and facilities teams to ensure seamless events throughout the school year.
 - Managed dozens of events a month ranging in size from small events (5+ attendees) to large scale events (500-1000 attendees).
- Maintained campus-wide operational reports; ensuring accurate data management and distribution within each report.
- Managed campus remodeling projects; including strategic budget planning, schedule coordination, and project management of construction teams within each project which lead to successful execution of high-impact facility upgrades.
- Provided assistance with CRM system integration that improved student engagement and enhanced operational efficiency and optimized support services.

Valencia College – Institutional Research
Operations Analyst

January 2023 - May 2023

- Acted as the primary point of contact for phone calls, emails, and visitors, demonstrating strong communication and interpersonal skills.
- Maintained the IRB approval submission folder and coordinated assessment programs.
- Coordinated and organized company events, including team-building activities and corporate meetings, contributing to a positive and collaborative work environment.
- Organized and distributed college wide surveys; collecting and compiling survey result data into a detailed report then shared with senior managers. Allowing for thorough data analysis research.

Bayside Support Services
Senior Agent

May 2020 – May 2022

- Provided financial and logistical customer/client support, managing databases and handling international currencies.
- Supervised and trained a team of three, improving efficiency through policy optimization, SOP development and database management.
- Ensured compliance with international fraud regulations and collaborated with customs authorities, requiring strategic planning and problem solving.

FREELANCE WORK

Upwork Incorporated

May 2022 – May 2024

Freelance Writer- Projects

1. Michaels Corporate Projects:
 - Led a team of 8 other freelance creators in developing social media content (Facebook & Instagram ads) for Michaels' holiday promotions, creating 45+ pieces weekly resulting in an increase in sales due to our marketing efforts.
 - Implemented SEO strategies focusing on utilizing social media pages, resulting in a 10%+ surge in organic traffic during the 2022-2023 and 2023-2024 holiday sale periods.
2. Thomas Madison/Periodontal Institute:
 - Crafted compelling product descriptions and marketing copy that drove an increase in traffic to their website.

EDUCATION

Bachelor of Arts Orlando, FL University of Central Florida

Associate of Arts degree Orlando, FL Valencia College

CERTIFICATIONS

Technical Writing - UCF