

Bryan Harman

1421 Waterford Oak Drive
Orlando, FL 32828
(www.linkedin.com/in/BryanHarman572)

(407) 913-8472
bryanhrmn6@gmail.com
(<https://bryanharman.com/>)

EDUCATION

University of Central Florida
Bachelor of Arts in English
Concentration: Creative Writing

Orlando, FL
December 2021

Valencia College
Associate of Arts degree in General Studies

Orlando, FL
December 2018

WORK EXPERIENCE

Bayside Support Services
Senior Agent

Miami, FL
May 2020 - Present

- Created and wrote responses via email to help assist customers.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved customer grievances to designated departments for further investigation.

UCF Campus Store
Stock Handler

Orlando, FL
December 2019

- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Design and set up advertising sign's and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.
- Compare merchandise invoices to items received to ensure that shipments are correct.

SKILLS

Microsoft Office 365: Word, PowerPoint, Excel

Programming: HTML, CSS