

Brandon Mitchell

Schertz, TX 78154

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Willing to relocate to: San Antonio, TX - Seguin, TX - New Braunfels, TX

Authorized to work in the US for any employer

Work Experience

Wells Fargo Phone Banker

Wells Fargo Bank-San Antonio, TX

March 2023 to Present

My job is to handle all Wells Fargo checking, savings, time account holder inquiries. Assess risk with every interaction to ensure customer's information is secure and safe. Maintain exceptional customer service with every interaction.

Engagement Specialist

Benelink-San Antonio, TX

July 2021 to February 2023

- Assist members with state financial assistance through United healthcare.
- Process applications, mail out letters, update members profiles in relation to their health plans.
- Provide exceptional customer service to members and fellow representatives to ensure they are getting all benefits.
- Update members with information on community based resources.

Customer Service Representative

Kohl's-San Antonio, TX

January 2019 to June 2021

- Handle all inbound call inquiries in reference to Kohls credit card accounts.
- Online orders and disputed transactions.
- Help customers with shopping online and trouble shooting with online credit card accounts.
- Maintain high quality scores to ensure customer satisfaction.

Digital Fraud Specialist

JP Morgan Chase-San Antonio, TX

January 2016 to October 2018

78258

- Investigate possible fraudulent activity on JPMC customer's online profiles.
- Contact customer's to confirm validity of transactions
- If fraud is discovered contact customer, lock online profiles and refer customer to branch to re-open and establish online profiles and accounts.

Customer Service Rep

U.S. Contact Teleservices-San Antonio, TX

October 2010 to August 2015

- Receive inbound customer service calls.
- Maintain good quality assurance scores and good customer service with all calls.
- Assist BBVA Compass Bank customers with checking and savings accounts, including balance inquiries, debit card transactions, paid checks, and also assist customers with online banking setup.
- *Retain customers who were dissatisfied with services or products.

Ramp Agent

Cargo Airport Services-San Antonio, TX

September 2009 to September 2010

- Responsible for shipping millions of dollars' worth of general cargo around the globe.
- Load and unload 757 Aircraft within an 18 minute unload time frame.
- Performs day to day ramp and warehouse duties given by supervisors and team leaders.
- Load and unload UPS trucks for ground shipments.

Traffic Management Journeyman

United States Air Force

December 2006 to September 2009

- Expedited 55 aircraft engines to various locations, loaded under two hours, seventy-five million dollars' worth of assets protected.
 - Packed and labeled one hundred twenty-five tons of military munitions and general cargo, obligated forty-five million dollars in DOD funds.
 - Lead shipment processor; processed seven thousand shipments weekly via Cargo Movement Operation computer System.
 - Held responsible for safety program, inspected twenty-two electrical saws, and warehouse equipment daily to ensure operation safety.
 - As a subordinate trained all newly assigned subordinates on warehouse safety and operations.
 - Maximized shipment consolidation; identified/combined five-hundred repairable items reducing shipping cost eighty- five percent.
 - Processed critical paperwork for Air Force deployment to Iraq ensured one-thousand soldiers deployed on time.
 - Booster club representative, helped set up numerous events to increase morale.
 - Packaged and processed two-hundred classified shipments, zero discrepancies; items valued five-hundred thousand dollars per item. Performed security duties for base, able to learn another position if needed.
 - Expedited the movement of fifty F-16 aircraft Engines valuing one-hundred eighty million dollars within 6 hours.
- Shipped five tons of Air Force assets saved government three million dollars in shipping cost.

Food Prep

McDonalds At Wal-Mart-Schertz, TX

August 2005 to December 2006

- *Responsible for preparing orders for customers in a timely manner.
- *Close facility by making sure materials were stocked neatly, equipment was cleaned, and dining area was mopped and cleaned.
- Unload truck full of McDonalds materials and foods.

Education

High school diploma or GED

Samuel Clemens High School in Schertz

Skills

- CUSTOMER SERVICE (3 years)
- RECEPTIONIST (3 years)
- RETAIL SALES (3 years)
- FORKLIFT (Less than 1 year)
- INVENTORY (Less than 1 year)
- Call Center
- Data Entry
- Data-Entry
- Typing
- Upselling
- Cold Calling
- Quality Assurance
- Technical Support
- Logistics
- Order Picking
- Pallet Jack
- Load & Unload
- Military Experience
- Graphic design (5 years)
- Care plans
- Organizational skills
- Microsoft Word
- Administrative experience
- Time management

Military Service

Branch: United States Air Force

Rank: E-3

Certifications and Licenses

Driver's License

Additional Information

Skills

Typing (10+ years), Inventory (3 years), Logistics (2 years), Forklift Operator (2 years), Pallet Jack (3 years),

Customer Service (9 years)