

BRYAN HELAIRE

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I am looking to gain professional experience in Digital Marketing and E-commerce.

EXPERIENCE

September 2020-April 2021

Unemployment Support Business Analyst, VSO, Full-Time, Contract

- Accepting phone calls from individuals that file for unemployment.
- Answering questions and verifying data in online database for individuals that call about their unemployment claims.

July 2020-July 2020

Automotive Sales Consultant, Koons Buick GMC Woodbridge, Full-Time

- Greet customers in a friendly manner and listen to their requirements in order to match their vehicle needs with one in current inventory.
- Accompany customer on test drives and demonstrate vehicle features and technology.
- Build rapport with customers to build a base of referrals to establish customer network.
- Continuously develop product and sales knowledge to become the vehicle authority.
- Knows the ins and outs of the inventory, optional packages, and the latest technologies.
- Learn to overcome the objectives and thrive within sales situations.
- Work the internet, phone, and personal leads, to convert them into auto sales.
- Report directly to the Sales Manager regarding objectives and creative ideas.
- Complete all paperwork.
- Close the deal and deliver vehicle to customer.
- Utilize dealership control and follow-up system and procedures.
- Bring your "A" game along with a positive attitude to work with you every day.

April 2019-September 2019

Seasonal & Regular Retail Cashier & Sales Floor Support, Nordstrom Rack, Full-Time

- Assists customers with a variety of transactions through a seamless and friendly experience.
- Demonstrate expertise in all technologies used in the store environment.
- Inspire trust, teamwork, and positive team relationships.
- Defuse customer situations and provide resolution in a timely and effective manner.
- Ensure the security and privacy of customer information through education, compliance, and resolution of issues.
- Motivate and inspire others to adopt initiatives such as our Nordstrom Rewards program.
- The hours and schedule for this position will vary by week depending on business needs.

July 2018-February 2019

Ticket Sales Representative, OLD TOWN TROLLEY, Full-Time

- Effectively sell the appropriate tour package to the guest based on the knowledge of our products, pricing, and the content of all ticket packages in order to meet your sales goals.

March 2018-March 2018

Guest Service Ambassador, A10 Men's Basketball Championship, Seasonal

- Check tickets.
- Help guest with any questions.

June 2018-November 2018

Guest Experience, D.C. United, Part-Time (Seasonal)

- Scan tickets.
- Help guests with any questions.
- Direct guests to the right section.

- Make sure all guest clear the stadium.

December 2018-December 2018

Event Staff, NATIONALS WINTERFEST, Seasonal

- Guest services.
- Crowd control.

January 2018-September 2019

Door, Union Stage, UNION STAGE, Part-Time

- Sold concert tickets.
- Check ID.
- Sold artist's merchandise to concert goers.
- Handled coat check services.
- Help guests with any questions or concerns.

November 2017-December 2017

Sales Associate, VINEYARD VINES, Part-Time (Seasonal)

- Responsible for assisting the management team (Captain, First Mates, and Second Mates) in driving sales through exceptional customer service. Ensures the customer experience, supports our brand promise ("Every Day Should Feel This Good) and makes service a top priority.

September 2017-October 2017

Event Staff (Redcoats) Seasonal Position, DESTINATION D.C., Part-Time (Seasonal), at-will

- Registration Typist/Cashier
- Registration Non-typing clerk
- Room monitor
- Information Clerk
- Stuffing

March 2017-April 2017

Sales Associate, FORD'S THEATRE, Part-Time (Seasonal)

- Provide exceptional guest service as you assist in day-to-day store operations.
- Ensure that guests have the best shopping experience ever.
- Engage with guests and create an entertaining, fun, exciting, and memorable experience.

EDUCATION

August 2012-May 2016

Bachelor of Science, Radford, VA, Radford University

- Relevant coursework: Media Studies with a focus in production technology.
- GPA: 3.5

October 2022

Google Digital Marketing & E-commerce Certificate, Courseera

SKILLS

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| • Guest Services | • Digital Marketing |
| • Sales | • Search Engine Optimization |
| • Cash handling | • Social Media Marketing |
| • Communication | |

