

# BRADLEY PRICKETT

512 Central Ave

Vallejo, CA 94590

bradp1979@yahoo.com

650.438.8894

## Key Skills:

- Experienced in Microsoft Excel, Power Point, and Word
- Skilled trainer of entry-level personnel
- Computer literate with excellent keyboarding skills (80+wpm)
- Trusted to handle money and banking
- Multi-lingual in English, German, Spanish, and American Sign Language

## Experience:

**Yellow Cab SF/Peninsula Yellow Cab San Francisco, CA April, 2009 – Present**

### **Communications Manager**

- Managed a dispatch crew of 35 customer service representatives in the dispatch office
- Responsible for hiring and training new personnel
- Handle customer issues regarding improper driving by cab drivers
- Teach the computer/radio class to new drivers
- Counsel drivers and dispatchers on appropriate way to deal with various situations
- Maintain a vast knowledge of San Francisco laws and regulations regarding the transportation industry
- Necessarily learned and kept up with knowledge of the overall layout of San Francisco, including streets and best routes
- Pass on the finer points of excellent customer service to both dispatchers and drivers on a daily basis

**Self Employed**

**Fresno, CA**

**December, 2005 – January, 2009**

**Sign Language Interpreter**

- Official interpreter for hearing impaired individuals for meetings and one-on-one

**Wells Fargo Bank                      Healdsburg, CA                      May, 2004 – May, 2005**

**Personal Banker**

- Assisted individuals and businesses with financial planning
- Maintained records with sensitive information and authorized large transactions
- Customized accounts to ensure the needs of the customer were met

**RadioShack                      Windsor, CA                      September, 2003 – May, 2004**

**Assistant Store Manager**

- Managed daily business of retail electronics store with three or more employees
- Closed register and made daily bank deposits of retail receipts
- Responsible for establishing and maintaining \$1M+ in inventory
- Trained entry-level personnel

**US Army                      Kitzingen, Germany                      December, 1997 – August, 2003**

**Sergeant – Signal Section**

- Supervised and trained soldiers in the field and in the motor pool
- Responsible for over \$2M in materiel and sensitive equipment
- Held DOD 'Secret' clearance

Education:

**Santa Rosa Junior College**

- Associate of Arts degree in Social and Behavioral Sciences, GPA 3.86
- Working toward completing Bachelor of Arts in Sociology
- Member of Phi Theta Kappa honor society

**US Army**

- Completed Primary Leadership Development Course

References available on request