



# BRANDON L BAKER

Customer Service Expert

## PROFESSIONAL SUMMARY

Results-driven customer service and sales professional, leveraging performance arts expertise to deliver exceptional experiences. Proven adaptability, empathy, and conflict resolution skills, with a strong track record in underwriting support, online education, and building rapport with diverse audiences to drive sales growth and satisfaction.

## CONTACT

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## HOBBIES

Weightlifting  
Gymnastics  
Dancing  
Singing  
Stage Acting  
Reading

## SOFT SKILLS

Safety  
Courtesy  
Patience  
Time Management  
Efficiency  
Reliability  
Positive Attitude  
Innovative

## EDUCATION

### Southwestern University

September 2012 – August 2016

- GPA: 3.7/4.0
- *Dean's List* (2014-'16), *Kappa Sigma Fraternity [Social Chair]* (2013-'16), *King Creativity Fund Recipient* (2016), *Operation Achievement Award* (2014), *Student Life Panelist* (2015), & *Thespian Vice President* (2014-'16)

### Richardson High School

September 2008 – June 2012

- *Choir President* (2011-'12), *Head Captain Hypematic Dance Team* (2009-'12), *Thespian Secretary* (2011-'12), & *Texas All-State Choir Member* (2011-'12)

## WORK EXPERIENCE

### Disney Cruise Lines - Mainstage Performer

September 2021 – June 2024

- LEADERSHIP: *Dance Captain* (2022-'23), *Emerging Leader Program* (2023)
- Performed as a versatile singer, dancer, actor, gymnast, & swing on Disney Cruise Ships (Disney Magic & Disney Wish) delivering 10+ high-energy productions and facilitating character meet-and-greets, while consistently maintaining a guest satisfaction rating (above 92%).

### State Farm - Underwriting Service Assistant

September 2019 – September 2021

- Processed 7,500+ policy changes across various lines (Business, Commercial, Personal, Recreational-Use auto), collaborating with Underwriters and Agents to drive efficient transactions.
- Excelled in underwriting training, achieving 100% scores, processing 4,214 cases in 2020 (18.2 cases/hour), and graduating top of class, demonstrating expertise in policy rating, pricing, and coverages.

### VIPKID Teaching Company – English as a Second Language Teacher

October 2017 – October 2021

- Taught English to 700+ Chinese students (ages 3-15, levels 2-7+), delivering over 3,500 classes and fostering a supportive learning environment.
- Built strong relationships with students and parents, leveraging rapport-building skills to enhance comprehension, ability, and overall learning outcomes.

## SKILLS

Data Analysis, Conflict Resolution, Critical Thinking, Problem Solving, Memorization, Multitasking, Attention to Detail, Technical Skills, & Arithmetic, Customer Service FIT Score: Proficient, Management & Leadership Skills Score: Proficient.