

# REGGIE BRIGGS

612 South Flower Street, #925  
Los Angeles, CA 90017

310-709-3588  
semajemusic@yahoo.com

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*Dedicated Customer Service/Case Manager professional with background offering versatile and diverse managerial skills to increase client retention and boost company revenue*

## SUMMARY OF QUALIFICATIONS

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- Efficiency, reliability, and accuracy; adapt manage and coordinate daily activities and office work-flow, assuring timely completion of assignments.
- Maturity, honesty and the ability to look at challenges as opportunities; effectively make sound judgments and decisions.
- Strong organizational and leadership talents; motivates and direct individuals to maximum performance levels.
- Outstanding communication abilities interact successfully with diverse populations.
- Fluent in English, Spanish, Creole and some Latin.
- Knowledge of general and legal office procedures.
- Proficient in various types of research i.e., Word, Excel, Power Point, Outlook

## PROFESSIONAL HIGHLIGHTS

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### VOCAL ENGINEER/VOCAL COACH

2006 – Present

- Memorize musical selections and routines, or sing following printed text, musical notation, or customer instructions.
- Sing as a soloist or as a member of a vocal group.
- Perform before live audiences, or in television, radio, or movie productions.
- Interpret or modify music, applying knowledge of harmony, melody, rhythm, and voice production to individualize presentations and maintain audience interest.
- Practice singing exercises and study with vocal coaches to develop voice and skills and to rehearse for upcoming roles
- Background Artist – Chaka Khan, Miki Howard, Cherelle, Lalah Hathaway, Rahsaan Paterson;
- Personal Assistant – Kym Whitley – Della Reese and Telma Hopkins

### INVESTIGATION SUPERVISOR

2004 - 2013

*Paul Hastings/UPS*

- Wrote reports or case summaries to document investigations.
- Searched computer databases, credit reports, public records, tax or legal filings, or other resources to locate persons or to compile information for investigations.
- Obtained and analyzed information on suspects, crimes, or disturbances to solve cases, to identify criminal activity, or to gather information for court cases.
- Conducted background investigations of individuals, such as pre-employment checks, to obtain information about an individual's character, financial status or personal history.
- Demonstrated strategic management position of over six direct employees and 3,000 indirect employees
- Investigated known or suspected internal theft, external theft, or vendor fraud.
- Implemented or monitored processes to reduce property or financial losses.
- Identified and report merchandise or stock shortages.
- Maintained documentation or reports –related private and public incidents or investigations.
- Apprehended shoplifters in accordance with guidelines.

### MEDIA/ENTERTAINMENT

*Deluxe Media Entertainment, Burbank, CA*

2015

## EDUCATION

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Pepperdine University, Malibu, CA

**Bachelor's Degree in Political Science/Forensic**