

**Brian Gould**  
**www.brianwritescopy.com**

2765 W Francis PL. APT 2  
Chicago, IL 60647

copywriterbrian@gmail.com  
206.218.2499

---

## EDUCATION

<b>Chicago Portfolio School</b> Copywriting	2021-2022
--	-----------

<b>Columbia College</b> Bachelor of Arts, Cinema Art & Science w/ Minor: Writing for Television Dean's List	2014– 2017
---	------------

<b>North Seattle College</b> Associate of Arts, Creative Writing Dean's List	2011 – 2013
--	-------------

---

## PROFESSIONAL EXPERIENCE *(References upon request)*

<b>Freelance Copywriting, UX Writing, Videography &amp; Editing</b>	2013 – Present
---	----------------

- Collaborates with a diverse client base to develop proof of concept and define various project goals.
- Demonstrates flexibility and adjusts production to accommodate client demands and changing preferences.
- Proficiently manages end-to-end content production, ensuring projects are delivered on time and within budget.
- **Highlighted** collaborations: **Big Star & Chicago Marathon** (Chicago, IL) **CompTIA** (Downers Grove, IL) **Victory Studios**, **Van Gogh Coffee & Shoreline Community College** (Seattle, WA) **Pacific Multimedia** (Everett, WA)

### **Medicareworks Insurance**

Member Services Coordinator	2019 – Present
-----------------------------	----------------

- Directs daily internal staff communication, summarizing organizational statistics and setting sales expectations.
- Streamlines client interactions with insurance carriers to efficiently gather, categorize, and expedite resolution of client requests, ensuring seamless coverage maintenance.
- Improved service quality and client satisfaction by conducting 65 weekly sale evaluations, resulting in a 22% reduction in customer complaints over a 6-month period.
- Led team in boosting Medicare retention rates from 2019 to 2021, resulting in an average 14% increase following an 8% decline in 2018.

### **Starbucks Coffee**

Training Lead & Barista	2016 – 2019
-------------------------	-------------

- Mentored newly hired baristas in store processes and protocols, optimizing business efficiency while maintaining brand standards to ensure customer satisfaction.
- Delivered exceptional customer service in a high-traffic store, serving an average of 450 customers per shift.
- Directed daily inventory and food auditing to maximize store resources in decreasing food waste.
- Demonstrated multitasking abilities; efficiently managing order-taking, drink preparation, workspace cleanliness, training support, and customer satisfaction in a fast-paced environment.

---

## SKILLS

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• MS Office/Google &amp; Apple Suite</li><li>• Final Cut Pro X/Adobe Premier</li><li>• Adobe Photoshop &amp; After Effects</li><li>• Final Draft/Fade In/Celtx</li><li>• Wordpress/Wix/Squarespace</li><li>• SEO (Google Analytics)</li></ul> | <ul style="list-style-type: none"><li>• Google Ads Creative/Display Certification</li><li>• AI Integration (ChatGPT 3.5/4, copy.ai, Midjourney, DALL-E)</li><li>• Grammarly</li><li>• Slack/Zoom</li><li>• Shot Designer</li><li>• Movie Magic Budgeting &amp; Scheduling</li></ul> |
|---|---|

---

## ACCOMPLISHMENTS

- Received "Partner of the Quarter" at Starbucks Coffee in 2018 for exceptional customer engagement.
- Won 2015 Chicago Take-1 Film Festival award for *A Coward in a Porcelain World* as screenwriter and director.
- Wrote and produced a financially successful play at two Seattle theaters in Spring 2011.