
Brian Akers

PROFESSIONAL EXPERIENCE

08/14 – 11/20	<i>Oneness Center for Spiritual Living</i>	<i>Columbia & Ellicott City, MD</i>
Sr. Minister <ul style="list-style-type: none">• Develop internal and external relationships with Members and Stakeholders to identify and strategically pursue service opportunities within the local community• Acting Executive Director managing all day to day operations of the Non-Profit business• Manage and direct operational and volunteer staff• Coordinate strategic community partnerships• Collaborate with local partners to execute events and services to the local community including providing services, housing assistance, food assistance and other general provisions• Develop navigational awareness of local human services• Conduct fund development efforts to include fundraisers, pledge driving, individual donor development and capital campaigns• Help shape Mission, Vision, Values and Objectives• Participate in Strategic Planning• Identify and engage professional services for organizational and leadership development• Visit members and guests to provide pastoral care in hospitals and homes during crisis, health challenges or general counseling• Represent the ecclesiastic team on the Board of Trustees• Coordinate and lead all ecclesiastic responsibilities for the community to include Sunday Celebration Services, Community Engagement and Outreach Efforts, Spiritual Counseling, Pastoral Care, Leadership development, Fund Development and Volunteer Coordination.		
05/11 – 07/14	<i>Kimco Staffing</i>	<i>Irvine, CA</i>
Recruiting Specialist <ul style="list-style-type: none">• Coordinate events such as Job Fairs, Group Interviews and Training Sessions• Collaborate with community partners, clients and internal departments to meet goals, execute events and leverage relationships for profitable or relational outcomes• Assist in preparing for CRM systems migration to new product• Assisted with the increased profitability of branch consistently each quarter for approximately ten consecutive quarters• Responsible for identifying, contacting and registering Technical, Financial, Clerical and Light Industrial candidates• Account manager for established and newly forming Business to Business clients• Used Web-Based resources such as Monster, CareerBuilder, LinkedIn, Craigslist and the like to generate Candidate and Sales leads• Interview and prescreen candidates by phone and in person to gauge professionalism, culture fit and technical skills of candidates• Complete On-Boarding process for all recruited talent• Market candidates to clients• Prepare and guide candidates through interview process• Negotiate salaries and other assignment related agreements between candidates and clients• Administrative adjustments to candidates resumes as well as resume coaching• General account documentation, administrative tracking and management of all recruiting and sales activities.		

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<i>07/10 – 05/11</i>	<i>AlarmPros</i>	<i>Yorba Linda, CA</i>
Training & Quality Assurance Manager		
<ul style="list-style-type: none"> • Management and supervision of 16 – 20 sales agents • Interviewed and hired prospective sales agents • Developed sales training program • Training of all new hire sales agents • Provided technical and product support for sales and service teams • Designed and implemented Quality Assurance policies, process and procedures • Quality review and compliance verification with all vendors • Monitored and scored sales and customer service calls for quality • Established Metrics, Tracked and Reported Quality Assurance measurements and policies • Reviewed and approved/denied sales incentive markers • Provided elevated call assistance with both sales and customer service representatives 		
<i>07/09 – 05/10</i>	<i>Bay View Law Group / MRA</i>	<i>Costa Mesa, CA</i>
Client Service Manager		
<ul style="list-style-type: none"> • Trained and managed up to 10 - 15 employees in multiple departments • Created and Implemented Company Best Practice Standards/Policies and Procedures • Refreshed and Rejuvenated Client Retention Process • Designed and Contract Addendums • Managed multiple simultaneous projects to meet companywide objectives across departments. • Standardized entire service program for life cycle of client participation Program 		
<i>10/04 – 03/09</i>	<i>CertainTeed Gypsum</i>	<i>Foothill Ranch, CA</i>
Pacific Northwest Account Manager / Customer Service Specialist		
<ul style="list-style-type: none"> • Serviced more than 40 Business to Business clients in the PNW region. • Assisted in defining and integrating the Customer Service “Best Practice” policies for west coast division. • Created and managed specified sales allocations based on Product, Region and Sales History requirements. • Designed and implemented multiple policies and procedures to maintain workflow, efficiency and Total Quality Management standards. • Delegated and managed customer credit disputes and damage claims. • Integrated 2 additional Canadian Manufacturing Plants into PNW supply chain. 		
<i>01/02 – 04/04</i>	<i>Hyundai Motor Finance Co.</i>	<i>Fountain Valley, CA</i>
Sr. Recovery Specialist/Agency Liaison (10/03 – 11/04) / Customer Service Representative (01/02 – 10/03)		
<ul style="list-style-type: none"> • Ended 16 month inability to reach receivable objectives • Achieved and maintained 5%-15% overage on receivable objectives • Standardized reporting and request processes for all vendors • Streamlined vendor documentation request by developing new request process • Designed and Implemented the HMFC Customer Service Training Program and Quick Reference Guide 		

VOLUNTEER EXPERIENCE

<i>04/2013 – 07/14</i>	<i>InSpirit Center for Spiritual Living</i>	<i>Mission Viejo, CA</i>
Youth & Family Minister		

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<ul style="list-style-type: none"> Established leadership and direction for the Youth & Family program as a whole (<i>i.e.: Nursery 0-3, Youth 4-8, Tween 8-12, Teen 12 - 18 and Parent Support Group</i>) Coordinated Efforts within the local community to engage teens and young adults in service projects and collaborative human service volunteer efforts Established standard format across all levels/programs to create continuity from one program to the next Built Teen Group to the largest group in attendance of any CSL Winter Regional Retreat (1 of 5) Created and executed "Graduation Ceremonies" for youth moving from one program to the next Held multiple fundraisers (at least 1 monthly) to specifically benefit the Y&F program or Teen Retreats Attended all Board of Trustee meetings as contributing adjunct member Organized and lead Practitioner Core and established standards as well as Policies and Procedures Spoke from the pulpit when Sr. Spiritual Leader requested Taught accredited CSL courses to members Facilitated small group ministries including the annual "Adventures InSpirit" program Attended "InSpirit Cares" training to implement "Meta-Model" leadership structure Counseled members and members youth using Affirmative Prayer and other spiritual tools 		
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<i>01/09 - 07/11</i>	<i>Newport Mesa ICSL</i>	<i>Costa Mesa/Irvine, CA</i>
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<p>Religious Science Practitioner</p> <ul style="list-style-type: none"> Served on Sundays as "Attending" practitioner for both services to include the invocation for the services as well as being available to council members after each service Attended quarterly practitioner planning meetings Created multiple Multi-Media presentations in order to assist in promoting the events being held at or by the center to be used for viral and in-service marketing purposes Represented center at the Annual Conferences for ICSL including the San Diego, CA Integration Meeting Assisted with written prayer responses to members who requested prayer Cultivated and maintained a consciousness of growth, health and abundance for the center at all times Performed as musical guest on several occasions 		
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<i>04/03 – 09/09</i>	<i>International Centers for Spiritual Living</i>	<i>Spokane, WA</i>
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<p>Director (04/03 – 04/06) / Secretary (04/07 – 09/09) Young Adult Seminar Planning Committee</p> <ul style="list-style-type: none"> Fulfilled one 3 and one 2 Year volunteer obligation (respectively) First member ever Re-Elected to Second Term on Committee Broke the "Triple Digit" mark during second term (an increase from 25 to 110 attendees) Assisted in organizing and executing annual planning meeting Prepared curriculum and materials for retreat annually Planned 5 Annual ICSL Young Adult Seminars/Retreats Promoted annual retreats/seminars using both Viral and Network Marketing Planned Themed Series of Workshops Designed to Meet Goals of Specified Annual Themes Mentored and spoke publicly to all Young Adult attendees Gathered and prepared supplies for daily activities of the Retreat Executed multiple programs daily during the retreats Guided and Assisted in the Entire Life Cycle of the Retreats with 5 other volunteers 		
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<i>09/00 – 09/08</i>	<i>Newport Mesa ICSL</i>	<i>Costa Mesa, CA</i>
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Co-Teen Program Adviser			(Volunteer)
<ul style="list-style-type: none"> • Assisted in growing Teen Group into the largest group to attend the bi-annual retreat every year for 5 of 8 years <ul style="list-style-type: none"> ◦ <i>(Largest group attending the Summer Retreat in 2007 consisted of 28 Teens)</i> • Planned, Organized and Facilitated weekly Sunday Meetings for Teens of Church Members and Non-Church Members • Designed and implemented multiple strategies to educate and empower teens from local area churches using group functions • Designed and facilitated hundreds of educational and empowering workshops for teens • Mentored and coached Teens with personal issues regarding but not limited to: Spirituality, Social Pressures, Educational Values, Sexuality and Self Esteem 			
<i>04/03 – 09/09</i>	<i>International Centers for Spiritual Living</i>	<i>Spokane, WA</i>	
Teen Seminar Adviser/Counselor			(Volunteer)
<ul style="list-style-type: none"> • Attended Bi-Annual Teen Seminar Designed for the Personal and Spiritual Empowerment of Teens • Attended 2 Intensive Training Seminars for Youth and Teen Advisors (3 Day Retreat Style Training) • Facilitated both Small and Large Group Workshops • Spoke Publicly to All Retreat Attendees as Inspirational and Educational Public Speaker • Counseled and Mentored Teens from all over the world 			
<i>01/09 – Present</i>	<i>Various CSL Centers and Events</i>	<i>Various Locations</i>	
Public Speaker / Event Coordinator			
<ul style="list-style-type: none"> • Prepared and Delivered Multiple Speeches/Sermons to a Wide Range of Age Groups and Audiences to Match the Subject Matter Requested by Hosting Church/Organization • Presided over Multiple Services and Events including Weddings and Memorial Services • Have Been Invited Back to Speak by Every Organization/Church for whom I have provided my Services 			
<ul style="list-style-type: none"> • Golden Circle CSL • Granada Hills CSL • San Juan Capistrano CSL 	<ul style="list-style-type: none"> • Newport Mesa CSL • High Desert CSL • Harmony CSL 	<ul style="list-style-type: none"> • Redondo Beach CSL • Temecula CSL • And Many More... 	