

# Franklin Griffin II

Los Angeles, CA

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Client-focused professional with extensive experience in account management, customer success, and relationship building across sports, music, and travel industries. Adept at ensuring high customer satisfaction, managing VIP clients, and optimizing service delivery.

## **AGM Sports LLC, Consultant**

Los Angeles • June 2023 - Now

- POC for clients, overseeing brand activations and sponsorship negotiations
- Scheduled travel, meetings and agendas for clients and executives
- Worked across Marketing and Events department to align business development with client goals
- Identify brand sponsorships for clients leveraging relationships to maximize value

## **Education**

B.A, Sports Management & Sociology  
(2010-2014)

## **Loras College**

## **MOCEAN, Machine Room PA**

Los Angeles • April - 2022 - Jun 2023

- Identified and troubleshoot technical issues in order to provide corrective measures
- Understanding file encoding and appropriate use of video and audio codecs and containers
- Handled the use of networked file servers and shares for collaboration
- Video patching & routing from editor bays / offices / fiber lines

## **Skills & Competencies**

Sales/Negotiating  
Client Support  
Canva  
Figma  
Microsoft Suite  
CRM  
Python

## **Steel Curtain Consulting, Creative Consultant** Los Angeles • April 2018 - June 2023

- Provided strategic consulting for artists, screenwriters, and entertainers, supporting career development and project execution.
- Coordinated travel, appearances, and tour logistics, ensuring seamless execution for clients in music, film, and entertainment.
- Booked and managed studio sessions, film shoots, and creative meetings, optimizing schedules for maximum productivity.

Customer Service  
Leadership  
Problem Solving  
Time Management  
Team- Oriented  
Creativity  
Attention to detail  
Though Oriented

## **Enterprise Holdings, Assistant Manager**

Los Angeles • March 2015 - April 2018

- Leverage relationships with existing accounts and repeat customers to build on existing business growth through the sales cycle
- Increased the amount of days rented per customer by 8% over first 5 months
- File expenses reports each month for reimbursements
- Oversaw the entire sales and customer service operation for Alamo LAX
- Provide great sales and customer service in a fast pace and high volume rental environment in Downtown Los Angeles & LAX rental locations