
Skills Summary

PROFILE: COMPUTER LITERATE, 90 GWPM(27000 KPH), WORKING KNOWLEDGE OF WINDOWS 98,WINDOWS VISTA, WINDOWS 7, EXCEL AND WORD 97, AND J.D. EDWARDS DISTRIBUTION SOFTWARE SYSTEM. ARTICULATE, RESULTS-ORIENTED CUSTOMER SERVICE PROFESSIONAL. EXCELLENT COMMUNICATION AND PROBLEM-SOLVING SKILLS. SELF-DIRECTED, TEAM PLAYER. DEDICATED TO ACHIEVING CUSTOMER SATISFACTION AS WELL AS MEETING OR SURPASSING COMPANY EXPECTATIONS. ABLE TO FOCUS ON PROJECT, DEVELOP STRATEGIES AND MEET OR EXCEED DEADLINES. STRONG RAPPORT WITH PERSONNEL, CUSTOMERS, AND ASSOCIATES BASED ON KNOWLEDGE, PROFESSIONALISM, INTEGRITY.

• IMPROVED CUSTOMER SATISFACTION AND PRODUCT DELIVERY DURING COMPANY ACQUISITION AND 50% INCREASE IN SALES.

Career Goals

To better improve the services of your company. Also to get more knowledge in the industry and to move up in rank from hard work, dedication and determination.

Work Experience

Special Steel Treatment, E. Granby, CT
Preparator for Treatment

2015 - 2015

I prepared order that came in such as screws and car parts from places such as General Motors. I drove the forklift when orders are done to the finish area and maintain work effeiciency

- Cleaned and lubricated equipment
- Measured amount of ingredients, length of extruded article, and work to ensure conformance to specifications
- Tended equipment to facilitate process
- Turned valves to regulate flow of liquids and air, to reverse machine, to start pump, and to regulate equipment
- Started machines and equipment to begin process
- Removed product, machine attachments, and waste material from machine
- Placed and positioned equipment and partially assembled product for further processing, manually, and using hoist
- Loaded and unloaded processing equipment and conveyance used to receive raw materials and to ship finished products

Donwell, Manchester, CT

2013 - 2014

Sandblaster

I mainly sandblasted parts for guns, uppers, lowers, bullets, pots and pans. I had specific orders that needed to be sandblasted and shipped out at certain time included with the proper paper work.

- Maintained inventories of supplies
- Recorded production and operational data on specified forms
- Transported materials, equipment, and supplies to and from work area, using carts and hoists
- Lubricated machinery, vehicles, and equipment, and performed minor repairs and adjustments, using hand tools
- Applied paints, dyes, polished, reconditioners, and masking materials to vehicles to preserve, protect, and restore color and condition
- Placed objects on drying racks and dyes surfaces, using cloth, squeegees, and air compressors
- Disassembled and reassembled machines and equipment, and removed and reattaches vehicle parts and trim, using hand tools
- Connected hoses and lines to pumps and other equipment
- Scrubbed, scrapes, and sprayed machine parts, equipment, and vehicles, using scrapers, brushed, cleaners, disinfectants, insecticides, acid, and abrasives
- Monitored operation of cleaning machines and stopped machine and notified supervisor when malfunctions occur

E-Cal Electric, Hartford,CT

2003 - 2012

Apprentice

Duties include getting different tools such as power tools,screwdriver,ladders, and material that we need to get the job done. I have alot of experience in the electrical field and done numerous task myself. Such as wiring up residential house apartments and commercial. Wiring up the kitchen,bedroom,laundry room,bathroom and basements. I have knowledge in circuitry such as single pole switches,3-ways,4-ways, and receptacles. Wiring up panels inserting the ground wires the neutral and load.

- Installed wiring, fixtures, and equipment for all electrical services in residential construction projects, following blueprints and wiring diagrams
- Installed exterior conduit and threaded wires through conduits to terminals, including connection boxes, circuit breakers, voltage regulators, and switch panels
- Installed and repaired wiring, fixtures, and equipment for all electrical services following blueprints and wiring diagrams
- Tested voltage, resistance, and phase angle in circuits, using voltmeters, ohmmeters, and phase rotation indicators. Prepared and maintained all equipment used in safety and compliance testing
- Developed programs to test analog/digital circuitry and perform tests of continuity, resistance, insulation, breakdown, impedance, voltage level, current, and frequency, to determine fault isolation

Fosdick, Wallingford,CT

2008 - 2010

Call Center Representative

Help customers with the questions they have about there orders and the products that where advertising.
(Imbound Calls)

- Performed all aspects of customer support, including answering telephones, coordinating special promotions, and providing details for products and services
- Handled inbound sales duties, including order entry processing and fulfillment
- Provided product information, pricing, quotations and delivery information to customers

- Advised customers on the location, selection, price, and use of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills

Nordstroms, Farmington,CT

2007 - 2008

Shoe Salesman

Provide customers with good customer service and getting the shoes they desire. My job duties consisted of helping customers in engaging them in conversation. Going in the 2 floor stockroom(upstairs and downstairs) to get the shoes and ringing them out on the register. We also have individual task to keep the stockroom in.

- Assisted members with questions regarding their membership
- Communicated with customers daily information clearly and accurately
- Committed to the assistance and support of others while maintaining a cheerful and helpful attitude
- Built rapport with customers through effective and precise communication
- Answered inbound sales calls and assisted customers with catalog purchases
- Researched accounts, answered questions, and worked with new customers
- Advised customers on purchases
- Counted cash; and reconciled charge sales and cash receipts with total sales to verify accuracy of transactions
- Provided exceptional customer service and support
- Balanced cash drawer daily
- Accurately and efficiently operated cash register and filled orders, keeping waiting time for customers to a minimum

JCPenney, Farmington,CT

2004 - 2006

Shoe Salesman

Provide customers with good customer service and getting the shoes they desire. My job duties consisted of helping customers in engaging them in conversation. Going in the stockroom to get the shoes and ringing them out on the register. I have allot of register training and I know how to deal with money. Every night we close the registers and take the money to customer service.

- Acquired an expertise in customer service and "closing the sale"
- Ensured the highest levels of customer service and satisfaction
- Sent thank-you notes for patronage, and cards on special occasions
- Handled stock, customer special and repair shop orders with various vendors nationwide, providing technical information regarding equipment, order parts, returns, and special orders
- Participated in receiving, check-in, and stocking of merchandise, prepared products for sale, updated and maintained existing client accounts, demonstrated new products, and trained clients in use and application of new policy's
- Supported clerical and order processing needs of sales staff and parts department
- Relieved on each helpdesk area, rapidly refining both technical expertise and communication talents that prompted several offers to supervise the area in the absence of senior personnel
- Consistently provided excellent, informed customer service and maintained strong reliable work ethic
- Assisted in business administration functions, which increased productivity levels within the department
- Advised customers on purchases
- Balanced cash drawer daily
- Provided exceptional customer service and support
- Counted cash; and reconciled charge sales and cash receipts with total sales to verify accuracy of transactions

Macy's, Farmington,CT
Shoe Salesman

2006 - 2007

Provide customers with good customer service and getting the shoes they desire. My job duties consisted of helping customers in engaging them in conversation. Going in the 2 floor stockroom(upstairs and downstairs) to get the shoes and ringing them out on the register. We also have individual task to keep the stockroom in order. I have allot of register training and I know how to deal with money.

- Maintained standard human resource policies and procedures for dealership
- Relieved on each helpdesk area, rapidly refining both technical expertise and communication talents that prompted several offers to supervise the area in the absence of senior personnel
- Performed all aspects of customer support, including answering telephones, coordinating special promotions, and providing details for products and services
- Assisted members with questions regarding their membership
- Communicated with customers daily
- Communicated information clearly and accurately
- Built rapport with customers through effective and precise communication
- Assisted customers with inquiries and provided all pertinent information
- Elevated standards and, as a result, increased clientele for the company
- Processed all general customer service requests
- Operated cash registers and computer input applications
- Performed customer service and sales functions while representing Macy's
- Advised customers on purchases
- Provided exceptional customer service and support
- Counted cash; and reconciled charge sales and cash receipts with total sales to verify accuracy of transactions
- Balanced cash drawer daily

Media Center, Charlotte,NC
Sales Associate

2001 - 2003

Provide assistance to customers for everything to clothes,cd's,dvd's,video games,children toys and sporting goods. Also close out customers on the register and stocking.

- Assisted members with questions regarding their membership
- Communicated with customers daily
- Communicated information clearly and accurately
- Committed to the assistance and support of others while maintaining a cheerful and helpful attitude
- Assisted users to identify and solve software problems
- Successfully assisted customers in merchandise selection
- Solved customer problems and assured satisfaction
- Operated cash registers and computer input applications
- Processed all general customer service requests

Education

Harding University Highschool, Charlotte,NC
English

2003

GPA: 3.00. I have my High School Diploma

Education and Vocational Skills

JOB CORP, Springfield, MA
[**Degree**], **Certificate**

2005

2 years experience in all aspects of construction duties and responsibilities, maintaining up-to-date knowledge of techniques and materials, use of power tools, welding and repairs, ordering stock and supplies, job completion, reporting to senior management, logistics and planning, managing vendor / supplier relations, and meeting all deadlines.

Personal References

Available upon request