

## AVIATION MAINTAINER

### Professional Summary

- 6 years' experience as a Fast Food Cook/Assistant Manager.Â
- 2 years' experience as a Customer Service Representative in a Call Center.Â
- 1 year and 3 months experience as a Security Guard.
- Â Multi-tasking Manager well-known for creating positive environments where employees can thrive and succeed. Detailed and well-aware of direct competitors and their strategies. Pursuing a new management role where hard work and dedication will be highly valued.
- Â Â Results-oriented Store Manager focused on increasing profits, reducing costs, inventory management and transforming customer service standards.
- Â Â Â Excellent communicator with 2 years in a demanding call center environment as a Customer Service Representative.

### Skills

Typing Speed 50 Words per Minute \* QuickBooks \* Apple or Macintosh Computers \* MS Outlook \* Photoshop \* MS PowerPoint \* MS Excel \* MS Word \* Fork lift operation (cherry picker), and (Stand up forklift).

- Team leadership
- Team liaison
- Conflict resolution
- Data management
- Process implementation
- Self-motivated
- Risk management processes and analysis
- Staff development
- Timeline management
- Customer relations
- Deadline-oriented
- Staff training/development
- Efficient multi-tasker
- Customer service-oriented
- Goal attainment
- Relationship building
- Coaching and mentoring
- Customer service
- Effective leader
- Employee scheduling

### Work History

Company Name Aviation Maintainer | City , State | August 2017 - April 2018

- BCT certified.Â
- trained as a leader and a specialist in the field of aviation maintaining.
- leadings squads or groups of 10-20.
- time management.
- accountability of records, and protection.
- Reduced overhead by taking on more responsibility with creative and administrative projects.
- Monitored and screened visitors to verify accessibility to inter-office personnel.
- Answered and managed incoming and outgoing calls while recording accurate messages.

Company Name Warehouse-Selector | City , State | April 2016 - August 2017

- Forklift (stand-up) and cherry picker operator.
- Analyzed departmental documents for appropriate distribution and filing.
- Achieved [\[revenue or departmental objective\]](#) Â by [\[actions taken\]](#) .
- Picked up incoming stock and delivered materials to designated locations.
- Picked products for specific routes according to pick sheets.
- Estimated weights, heights and centers of balance to make precise placements.
- Divided cargo received by account Number and intended location.
- Maintained accurate stock records and schedules.

Company Name Security Guard | City , State | August 2015 - April 2016

- Foot patrol/ Grounds access guard.
- Control and protect personnel flow on grounds of residents and report hourly activity.
- patrol every hour on the hour or 15 to 30 minute increments.

- Responded to calls in both routine and emergency situations.
- Collected and organized all surveillance data and information to protect client possessions and workspaces.
- Detected and apprehended any unauthorized personnel.
- Directed guests around the building and answered questions regarding accessibility.
- Monitored building access and identified all officials and employees before authorizing their entrance.
- Prevented crimes by immediately reporting all unusual, unauthorized and illegal activity on the premises.
- Delivered accurate verbal and written reports to company personnel.
- Noted and followed up on any unusual behavior.
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Company Name Door attendant | City , State | February 2015 - August 2015

- Accept all donations and assist with brining donations and assist with moving items for customers to and from vehicles.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Asked open-ended questions to assess customer needs.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Welcomed customers into the store and helped them locate items.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Recommended alternative items if product was out of stock.
- Greeted customers in a timely fashion, while quickly determining their needs.
- Cleaned and organized the store, including the checkout desk and displays.

Company Name Security Guard | City , State | March 2014 - February 2015

- Corporate access control guard.
- Control all access with in the area required.
- Utilize all software for security via GE Security systems (camera system), Otis (elevator monitoring and control system).
- Report daily logs and Incident Reports.
- Patrol three times on every shift and check for all issues that may occur.
- Responded quickly and effectively to all security violations and duress alarms.
- Investigated all security and safety violations.
- Responded to calls in both routine and emergency situations.
- Enforced General Services Administration (GSA) policies by anticipating potential security breaches.
- Maintained accurate and detailed logs of all events that occurred during each shift.
- Unlocked rooms and suites for authorized contractors.
- Monitored building access and identified all officials and employees before authorizing their entrance.
- Prevented crimes by immediately reporting all unusual, unauthorized and illegal activity on the premises.

Company Name Customer Service Representative | City , State | April 2011 - March 2013

- Interacted with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
- Took inbound calls for Comcast.
- Updated customers' information in the database.
- Helped drive sales goals and achieve monthly quotas.
- Created and maintained an organized database to develop promotional sales.
- Directed calls to appropriate individuals and departments.
- Politely assisted customers in person and via telephone.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Provided an elevated customer experience to generate a loyal client.
- Asked open-ended questions to assess customer needs.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Learned, referenced and applied product knowledge information.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Recommended alternative items if product was out of stock.
- Served as the main liaison between customers, management and sales team.
- Built long-term customer relationships and advised customers on purchases and promotions.

Company Name Computer Technician | City , State | January 2010 - June 2010

- Built and repaired computers consisting of internal and external repairs.
- Repaired printers if needed.
- Rebuilt shareware for computers to damage to be used and refurbishing hardware for computers unreliable.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Collaborated with clients from concept through final delivery of product or service.
- Designed Sharepoint masterpage and page layouts, serving as company's main Sharepoint support for all technical complications.

- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.

Company Name Shift Manager | City , State | May 2004 - June 2009

- Managed the shift of ten to twenty-five staff.
- Opened and closed the restaurant.
- Cooked, served customers, cleaned the restaurant and stocked needed supplies.
- Completed schedules and reviewed the staff.
- Adhered to company standards and compliance requirements for operations and cleanliness of all areas.
- Managed schedules, accepted time off requests and found coverage when shifts were short.
- Tracked receipts, employee hours and inventory movements.
- Trained and mentored new employees to maximize team performance.
- Kept employees operating productively and working on task to meet business and customer needs.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Described product to customers and accurately explained details and care of merchandise.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Assisted customers with food selection, inquiries and order customization requests.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Supervised and directed all merchandise and shipment processing.
- Actively pursued personal learning and development opportunities.
- Alerted customers to upcoming sales events and promotions.
- Conducted weekly walk-throughs with the manager to discuss interior visual displays, including store window presentation.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Processed cash and credit payments rapidly and accurately.
- Participated in physical inventory counts every Opening and Closing of the store.

#### Personal Information

Driver's License Class C - Standard Driver's License

#### Education

High School Diploma West Orange Stark City , State | 2007

GED West Orange-Stark High School City , State | 2007

#### Skills

Photoshop, Apple, cherry picker, hardware, database, forklift, Fork lift, Macintosh Computers, access, MS Excel, MS Outlook, MS PowerPoint, MS Word, personnel, camera, printers, QuickBooks, repairs, time management, Typing Speed

#### Additional Information

- Driver's License Class C - Standard Driver's License