



Michael Lidh

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SUMMARY

My name is Michael I'm an outgoing positive student, recently moved to the Denver area and looking to get started in a good career. I have two years of retail experience before moving up here, as part of almost 4 years of customer service experience.

EXPERIENCE

BOH/FOH, The Party Staff Inc.
Denver, Colorado - April 2014-Present

I currently work for this company, I do both back of house and front of house, including plating, dishes, cleaning, and serving at parties and events. Mostly notably covered a dishwashing position for Sodexo at The University of Denver for a five week period, they ended up requesting I be the one to cover any shifts they are looking for.

Customer Service Representative, 24-7 intouch
Aurora, Colorado - August 2013- March 2014

Did technical and billing support for customers using the Netflix platform, both over live chat and phone support. Had numbers consistently under company goals, always responding to coachings and working to make myself better and learn new tactics. I was always great with change, helping out new hires last minute as well as adapting quickly when the company changed from a chat service to an all voice service.

EDUCATION

I graduated Falcon High School in 2010.

SKILLS

I have always had employers, co workers, as well as customers commend me on my extreme focus on the customer's needs. I have the ability to keep my optimistic attitude and resolve escalated situations with ease in person, over the phone, as well as in written form.

REFERENCES

Michael Baehr, former supervisor
909-964-2043
Kayden Mckee, friend/co worker
803-553-9703

