

Marcus Ramos

Cameron, Supervisor

Aurora, CO

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Experience in the principles and processes for providing an excellent customer services to clients. This includes customer needs assessment, meeting quality standards, and evaluation of customer satisfaction.

WORK EXPERIENCE

Cameron, Supervisor

Finisher - Denver, CO - July 2014 to September 2014

Prepared work areas for project preparation

- Experience with concrete forms
- Inspected work areas to ensure cleanliness and proper setup.
- Maintained contact with staff

Lead Foreman, Supervisor

Ramos Construction - Yuma, AZ - January 2010 to July 2014

Gathered patient feedback to ensure satisfaction with construction service

- Answered telephone calls and responded to inquiries.
- Spoke with patrons to ensure satisfaction with the service, and to make conversation.
- Maintained contact with staff, and customers to ensure that construction details were handled properly and customers' concerns were addressed.
- Inspected work areas to ensure cleanliness and proper setup.
- Received payment by cash, check, credit cards, and automatic debits.
- Issued receipts, refunds, credits, and change due to customers.
- Assisted customers by providing information and resolving their complaints.

EDUCATION

High School Diploma

Westview High School - Phoenix, AZ

ADDITIONAL INFORMATION

SKILLS/CREDENTIALS

- SERVICE ORIENTED • WELL ORGANIZED
- COMPUTER LITERATE • WORK WELL UNDER PRESSURE
- RELIABLE / RESPONSIBLE
- EASY-GOING PERSONALITY

- TEAM PLAYER
- EMPATHETIC