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Minneapolis, MN 55443

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Authorized to work in the US for any employer

## Work Experience

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### **CNC Operator**

Proto Labs, Inc. - Plymouth, MN

May 2017 to April 2018

Set-up, calibrate and operate CNC machines in an efficient manner.

Install, adjust and maintain various fixtures (i.e. vacuum plates, vises, center point chucks).

Assist with process development with programmers, Engineers and Management

Diagnose then recover from machine alarms.

Demonstrated ability to read and understand CNC Programs and layouts as required

Work with and coach operators on a daily basis.

Make offsets for cutting tools and fixtures.

Complete machining operations on various materials.

Recalibrate mills after maintenance was completed.

Perform new CNC machine set-up and changes.

Adhere to all quality and safety standards within the department.

Maintain clean and organized work area with emphasis on safety, quality, efficiency, and utilization.

Continually seek to improve work processes and individual performance.

Adhere to all company policies and operational procedures.

Perform additional tasks as assigned.

### **DSP (Direct Support Professional)**

Metro network - Blaine, MN

January 2013 to December 2015

Responsibilities

Responsibilities

Provides health care tasks, personal hygiene services, housekeeping tasks and other related support services essential to the consumer's health

Observes, records and reports all changes to supervisor.

All PCA's must demonstrate competence in performing the necessary skills and only perform those skills on the plan of care

Accomplishments

Accomplishments

Working effective

Accommodating people need

## **Machine Operator**

Modern Tool, Inc. - Anoka, MN

February 2014 to November 2015

### Responsibilities

Working on timer saver

Sand papering mental parts

Cnc entry level

Operating

## **Customer Service Representative/Call Center**

ERC - Iowa City, IA

January 2015 to August 2015

### Responsibilities

Resolve customer complaints via phone, email, mail, or social media.

Use telephones to reach out to customers and verify account information.

Greet customers warmly and ascertain problem or reason for calling.

Cancel or upgrade accounts.

Assist with placement of orders, refunds, or exchanges.

Advise on company information.

Take payment information and other pertinent information such as addresses and phone numbers.

Place or cancel orders.

Answer questions about warranties or terms of sale.

Act as the company gatekeeper.

Suggest solutions when a product malfunctions.

Handle product recalls.

Attempt to persuade customer to reconsider cancellation.

Inform customer of deals and promotions.

Sell products and services.

Utilize computer technology to handle high call volumes.

Work with customer service manager to ensure proper customer service is being delivered.

Close out or open call records.

Compile reports on overall customer satisfaction.

Read from scripts.

Handle changes in policies or renewals.

## Education

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### **General in General**

Iowa Central college - Dodge, NE

2014 to 2015

## Skills

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CNC, Cnc Machine, Mazak, Cnc Mill

## Certifications/Licenses

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**Drivers License**

**Driver's License**