

Benjamin Forbrook

Rochester, MN

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Work Experience

Welder

McNeilus steel - Dodge Center, MN

May 2018 to Present

Verizon solutions specialist

Verizon - Rochester, MN

January 2016 to December 2016

Exceeding monthly sales goals and ensuring customers get all the correct information they need to make a informed buying decision.

Charter Business Billing Supervisor,

Charter Communication - Rochester, MN

December 2014 to June 2015

Charter Business Billing Supervisor, Charter Communications

Rochester, Minnesota 12/14 - 6/15

Job duties: Trained, hired, and coached new team members. Monitored team member's job performance and meet with team members to help them improve in their job performance. Took supervisory calls helping customers with large issues. Performed pay roll weekly and monitored team member absences.

Video Repair Supervisor

Charter Communications - Rochester, MN

January 2014 to December 2014

Video Repair Supervisor, Charter Communications

Rochester, Minnesota 01/14 - 12/14

Job duties: Trained, hired, and coached new team members. Monitored team member's job performance and meet with team members to help them improve in their job performance. Took supervisory calls helping customers with large issues. Performed pay roll weekly and monitored team member absences.

Billing resolution specialist

Charter Communication - Rochester, MN

May 2013 to January 2014

Charter Business Billing Resolution Specialist, Charter Communications

Rochester, Minnesota 05/2013 - 01/14

Job duties: Helped train and coach new team members. Took customer calls answering questions and helping them fix issues. Took escalated calls helping customers to understand and providing feedback

for improvement to team members to avoid escalated calls. Upselling current customer video, internet and phone services

Billing Specialist

Charter Communication - Rochester, MN
July 2012 to May 2013

Charter Business Billing, Charter Communications
Rochester, Minnesota 07/2012 - 05/2013

Job duties: Taking customer calls. Helping customers with questions and solving issues. Meeting daily call metrics such as, low call handle time and quality of assistance to the customer. Upselling current customer video, internet and phone services

Repair Specialist

Charter Communication - Rochester, MN
February 2012 to July 2012

Charter Business Repair, Charter Communications
Rochester, Minnesota 02/2012 - 07/2012

Job duties: Taking customer calls. Helping customers with questions and solving issues. Meeting daily call metrics such as, low call handle time and quality of assistance to the customer. Upselling current customer video, internet and phone services

Broadband Technician

Charter Communication - Rochester, MN
August 2010 to February 2012

Broadband Technical Specialist I, Charter Communications
Rochester, Minnesota 08/2010 - 02/2012

Job duties: Taking customer calls. Helping customers with questions and solving issues. Meeting daily call metrics such as, low call handle time and quality of assistance to the customer. Upselling current customer video, internet and phone services.

Welder

Aerotek - Rochester, MN
January 2003 to April 2006

Welder, Aerotek
Rochester, Minnesota, 2003-2006

Job duties: Welded for various companies in Minnesota such as, Breezy Iron Works, Crenlo, McNeilus Truck meeting production goals and cross training in various departments.

Press Operator

S.B. Foot tanning - Red Wing, MN
June 2000 to February 2003

Press Operator, S.B. Foot Tanning Company
Redwing, Minnesota, 2000-2003

Job duties: Operated leather press, met daily production quotas, and trained on additional machinery to assist when co-works were absent.

Skills

Welding