

BRADLEY GAGNON

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Summary

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance. Accomplished Supervisor recognized for initiating positive environments where employees thrive and succeed. Multitasking professional with exceptional composure and poise. Diligently coordinates all warehouse activities to keep products moving quickly and meet continuous shipping demands. Highly organized leader with good program management and team-building abilities focused on maximizing efficiency and performance. Proven track record of enforcing best practices in fast-paced environments. Flexible hard worker ready to learn and contribute to team success. Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference.

Skills

- Issue and conflict resolution
- Capital improvement planning
- Brand management
- Systems and automation applications
- Contract development and management
- Computer skills
- Team building
- Active listening
- Working collaboratively
- Multitasking
- Conflict resolution
- Problem resolution
- Decision-making
- People skills
- Organization
- Planning

Experience

Denver Ducts | Aurora, CO
Supervisor Duct Clean
 10/2019 - Current

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Delegated work to staff, setting priorities and goals.
- Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively defusing situations.
- Treated associates with fairness and respect, providing recognition of accomplishments.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Planned and optimized warehouse work processes to improve fulfillment system efficiency.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Coached staff on strategies to enhance performance and improve customer relations.

Denver Ducts | Aurora, CO
HVAC Technician
 06/2019 - Current

- Troubleshoot and diagnosed issues with HVAC equipment, providing recommendations for remediation.
- Maintained and serviced HVAC systems and refrigeration equipment.
- Installed heating, air conditioning and ventilation equipment and tested for proper operation.
- Completed preventive maintenance on heating and air conditioning systems to extend life of such equipment.
- Disassembled units, repaired broken components and restored to operating condition.
- Examined heating and air conditioning systems and air compressors for signs of defects or malfunction.

Denver Ducts | Aurora, CO
Duct Cleaner
 06/2019 - Current

- Reduced downtime during production by maintaining equipment and reducing unnecessary maintenance.
- Built relationships with long-term clients through individualized and outstanding customer service.
- Maintained safe working environment with proper execution of HVAC guidelines and usage of PPE equipment.
- Used troubleshooting methods on HVAC components to diagnose and repair heat pumps, fireplace, gashearth, furnaces and air conditioning equipment.
- Attended employee meetings and training to learn about new techniques, trends and technologies.
- Collaborated with contractor representatives, supervisors, co-workers and sub-contractors on job sites to streamline operations.
- Reported problems with company tools and vehicles to crew foreman for quick resolution.
- Presented job proposals for service repair or new units for new and existing customers.
- Kept business entrances clean, tidy and professional in appearance.
- Completed routine maintenance checks, notifying management of needed repairs.

Terminix International | Aurora, CO
Exclusion Supervisor
 01/2017 - 06/2019

- Resolved customer complaints and adjusted policies to meet changing needs.
- Established and enforced clear goals to keep employees working collaboratively.
- Provided ongoing training to address staff needs.
- Complied with company policies, objectives and communication goals.
- Identified and corrected performance and personnel issues to reduce impact to business operations.
- Maintained operating schedules to provide effective coverage for key areas and achieve objectives.
- Coached and mentored 17 staff members through constructive feedback to develop long-term career goals.
- Interviewed applicants, recommended individuals for hiring and evaluated staff performance.

Terminix International | Aurora, CO
Exclusion Tech
 01/2017 - 06/2019

- Demonstrated excellent mechanical knowledge of machines and tools, including design, use, repair and maintenance.
- Assembled parts using bolts, screws, speed clips, rivets and other fasteners.
- Inspected equipment and systems to identify issues and reported problems to repair technicians.
- Drove team performance through training, coaching and motivation of line employees.
- Completed logs and job reports for completed and pending service calls at shift end.

Orkin Pest Control | Aurora, CO
Termite Technician
 04/2005 - 12/2016

- Followed all company protocols when applying pesticides on the inside and outside of structures.
- Maintained knowledge and adhered to state rules and regulations.
- Met with customers at residences and places of business to check on pest and rodent situations.
- Strictly adhered to all safety procedures when applying pesticides to reduce exposure to people and animals.
- Mixed chemicals based on property and climate conditions to deliver optimal elimination and prevention efficiency.
- Utilized appropriate protective gear and equipment during application.
- Identified infestations and isolated sources with physical inspections of premises.
- Set mechanical traps, baits and glue boards to remove pests from interior areas.

Education and Training

LeMars High School | LeMars IA
High School Diploma
 06/1993