

# Brandon Steffan

Elizabeth, CO 80107

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My enthusiasm drives me to continually to gain knowledge in order to grow and deliver flawless service. In my next position, I am looking to leverage my expertise to increase sales, efficiencies and offer superior service. I can immediately contribute to the team by picking up tasks, numbers, duties and routines with ease. I have an engineering mind so I am easily able to see how things fit, work, move, operate or piece together.

## Work Experience

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### **Plumbing Technician**

1st Choice Plumbing - Parker CO

July 2018 to June 2021

Owner - Brendan McNiff

Office Number - 303-841-1448

- Manage all routes and clients effectively.
- Manage all parts, tools and orders that required for each specific job.
- Professional customer service skill to handle and soothe clients fears while properly diagnosing issues and offering remedies.
- Ability to execute repairs for virtually any plumbing problem, (i.e., pressure potable systems, DWV systems and gas issues).
- Ability to adapt due to the unique-ness of each client's requests and the unique configuration of each house or business.
- Possess the knowledge and skill set required to up-sell new technology or systems to suit each homeowner needs to increase sales revenue.
- Responsible and accountable for work done for all my clients including warranty, re-work, part ordering, sales or future work.
- Ability to remain calm regardless of the situation or difficulty of the job.
- Take pride in my skills and workmanship which is reflected in my quality of work. Willing to spend the extra time to ensure the work is done correctly the first time.
- Pride in high quality and professional appearance of all responsibilities.

1-800-Got-Junk - Denver, CO

October 2016 to March 2018

- Experienced customer service representative. Duties involve timely appointment arrival at client's job location, providing accurate and reasonable estimates while instilling faith in the company and the service provided.
- Excel at providing each client with superior service including being courteous, kind and respectful of clients' home and property.
- Knowledge in removing any and all types of items from all types of locations, from clothes or trash, pianos hot-tubs and appliances.

- Skilled in disconnecting, dismantling and repairing parts of house or location to be able to remove desired items.
- Responsible for fulfilling promises made to clients. Ensuring clients' complete satisfaction in their experience and then promptly collecting payment.
- Other duties include making appointment windows, pre-planning routes, keeping on track with time and location of next appointment and whether I am able to tackle the next client before diverting items.
- Responsible for maintaining proper dump tickets, metal recycling checks, and donating or recycling can all within a certain time from, all while focusing on the clients and their expectations.
- Responsible for training new staff with how to act and handle each appointment, how to represent the company which includes the value of the service. Responsible for training new employees how to handle the schedule, payments and how to drive the trucks.

Duffy Roll Café - Englewood, CO

April 2013 to June 2016

- Responsible for the nightly baking. This includes rolls, scones, croissants and any large orders for the following business day.
- Responsible for training new staff including training 2 new sandwich makers, 2 new bakers and 4 new customer assistants.
- Experienced in prepping the store for opening for the business day and for closing the store at the end of the business day. This included ....???
- Responsible for ensuring the restaurant is in compliance with food sanitation guidelines.
- Highly efficient and resolving any customer complaints in a timely, professional manner.
- Responsible for making sure the food line and case is prepped and full at all times during business hours.
- Assisting any customer and ensuring they are completely satisfied with the service and food quality.
- Experienced Cashier and can handle high volume transactions during busies times of the day.
- Responsible for dishes, cleaning, sweeping and moping the store.

## Education

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### **High School Diploma**

Chaparral High School - Parker, Colorado, US

## Skills

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- Plumbing