

Bruce Balzer

Management, Driver, Customer Service Representative

Fort Collins, CO 80525

brucebalzer@gmail.com

970-617-3365

I have worked in many fields over the years. I have found that I greatly enjoy working with people and helping them resolve any problems they may have.

I am a great follower, but an even better leader. I have managed many companies always striving to make them better.

I am a dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success as well as my own.

Core Strengths

- Management
- Cash management • Strong organizational skills
- Inventory control • Creative problem solver
- Shipping and receiving • Listening skills
- Customer service • Excellent communication skills
- Credit card processing • MS Windows proficient
- Telecommunication skills • Problem solver
- Adaptability • Fast learner

Authorized to work in the US for any employer

Work Experience

Lead Driver

Junk King - Fort Collins, CO

June 2016 to Present

Responsibilities include the supervision and training of all employees. I work directly with the owner ensuring all daily operations are performed as expected. I also route the trucks as the jobs each day rapidly change. I schedule the employees daily. These duties do not supersede my normal duties working on the truck. I drive to jobs, estimate the jobs, and load the items same as everyone else. We cover 35,000 square miles of territory. I also follow up with the customers ensuring they were fully satisfied with our service, and correct any problems if not.

Customer Service Representative (Account Specialist) & (Account Supervisor)

Press One - Fort Collins, CO

January 2012 to June 2017

I have worked at Press One as a customer service representative since January of 2012 in the Michigan, Orange County, Press Enterprise, Virginian Pilot, Roanoke, Greensboro and the Colorado Springs Gazette. We work with newspapers providing service in all matters of home delivery including bad

service, missing and wet papers (re-deliveries), starting new accounts and canceling accounts. We cover sales to retention in our department and we were provided the needed flexibility to assist the customer in fixing almost any problem.

Senior Account Supervisor

Center Partners - Fort Collins, CO

January 2011 to November 2011

I worked for the Capital One client within the Center Partners company as a retention agent, or a senior account supervisor. My job duties included deescalating customers, managing customer accounts, and showing value of the product to the customers. I also up-sold the product by adding authorized users to accounts and selling balance transfers, while making Capital One money but also saving the customer money.

Shift Manager

Papa Johns Pizza - Fort Collins, CO

August 2010 to November 2010

I had the same responsibilities as before at Papa Johns, however I worked in all five of the Northern Colorado stores including two Greeley stores, one Loveland store, one Windsor store, and two Fort Collins stores.

Shift Manager

Papa Johns Pizza - Fort Collins, CO

April 2009 to November 2010

I transferred to Fort Collins from Pueblo in April of 2009. Having eight prior years experience at Papa Johns including positions of a Delivery Driver, In-Store, Shift Manager and General Manager this was a great starting position after the move. My responsibilities as a Shift Manager included labor management, scheduling, cash management, customer service, inventory and food cost management, and general food preparation and assembly.

Education

Diploma in General

Pueblo County High School - Pueblo, CO

1999

CIS/English

Pueblo Community College - Pueblo, CO

Skills

CSR, Customer Care, Call Center, Customer Service, Management, Driver

Certifications/Licenses

Drivers License