

5/10 @ 10 AM

# Bruce Skare

2009 Eagles Dr NW, Stewartville, Minnesota 55976

Bruce.skare@gmail.com

507-884-0913

## Qualifications:

- Proven ability to use tools to assist co-workers calls in a timely matter
- Proven communication skills so co-workers and leads understand what I doing on calls
- Proven ability to learn quickly and adapt to new situations
- Positive personality to support a pleasant environment

## **Experience**

### Mayo Clinic

Access and Navigation Specialist

July 2020 - February 2021

- Greet visitors and employees
- Pre-screen for Covid symptoms
- View visitation exceptions in inpatient files

### Hy-Vee Gas Station

January 2020 -July 2020

- Maintain customer service quality
- Accountability to keep store cleaned, freshness of products, and shelves stocked
- Greet customers and suggest items to purchase
- Complete excel and word documents for daily routines
- Training new employees
- Ordering and stocking inventory

### Charter Communications

**Rep 2, Customer Service SB Billing, Charter Business** September 2013 – November 2019

- Improving skills in communication with both co-workers and leads
- Working my matrix to improve my abilities on calls and assisting team mates as well
- reviewing accounts and making sure services and installation matches when scheduled
- Assisting with team members call control to meet metrics
- Review bills and payment history. Locate payments with collections and research department.
- Review bills, advised of payment options, review services and offered suggestions of what services are available for their business needs

**Technical Advisor, Charter Business** November 2010-September 2013

- Advising with both technical and billing on customers account.
- Daily review of personal metrics and setting goals to help team meet their stats
- Providing team members with answers to improve call flow and quality
- Educating customers on service and products to fit their business needs

***Broadband Tech Specialist*** April 2008-November 2010

- Providing technical assistance with Cable TV, and Internet
- Reviewing Services and Billing Statements
- Educating customers on new products and services
- Applying Credit or Charges to customers account

Labor Ready

***Customer Service Rep*** March 2006-March 2008

- Assisting employee's application both new and existing and keeping job skills updated
- Telemarketing and onsite visits with new clients and existing clients
- Processing customer files and updating their staffing needs with skilled employees
- Training new and existing employee with jobs skills and safety

**Education**

Minnesota School of Business Rochester MN  
Bachelors of Business Administration December 24, 2017

**Relatable Skills**

- Training new employees to follow procedures and policies.
- Excel in Microsoft products for accuracy
- Fast learner, willing to try things new
- Excellent customer service over 10 years

Date: May 4<sup>th</sup>,2021

To Whom This May Concern,

My name is Amy Aakre and proud to offer my recommendation of Bruce Skare to whom I have personally known for 20 years as my Friend and then cousin.

During my relationship with Bruce Skare I have experienced an individual who shows up earlier than asked, works hard, and carries themselves in a polite, respectable manner. In addition, Bruce Skare is a family-person who has always presented themselves with levelheadedness and grace.

I can say with all of Bruce's work history of customer service he would make a good asset to the team as he brings with him sharp computer skills, multi-line telephone skills, as well as a friendly nature and strong will to assist customers to the best of his abilities.

Please do not hesitate to contact me if you should require any further information.

Thank you,

Amy Aakre

Telephone (507)206-7800

E-Mail [neikokeita@yahoo.com](mailto:neikokeita@yahoo.com)



05/05/2021

RE: Bruce Skare

I know Bruce from our time at Minnesota School of Business (MSB), we were both trying to advance in our adult careers. He is organized and on time with class projects. Bruce gave a few oral presentations that were easy to follow along and understand. Bruce was also prepared for any follow up questions that could be asked by fellow classmates. During group assignments, if others were “off course” he directed others back on task. Bruce is well versed in all Microsoft programs.

The personal side that I know of Bruce, is that he is excellent at active listening. Being a father, he also has to make daily judgement and decision making fair for all, therefore avoiding conflicts. Also, time management and prioritizing task, as multiple children and multiple activities demand this daily routine.

If you have any further questions about Bruce, you may contact me daily until 2p.m. at 715 – 317 – 0196. I do believe that he is an excellent fit as he is approachable on many levels. Bruce would make a great “first face” of any company.

Sincerely,

Sara Schutz

**CMG / Rochester Meat Company  
Interview Questionnaire**

Applicant's Name: \_\_\_\_\_

Date/ Time: 5/10/21 10 AM

Position applied for: HR Ass

1. Why do you want to come work at the Rochester Meat Company?

Contract with Mayo up Feb.  
Looking for Interviewing.

2. Can you tell me a little about your previous work experience?

3. What did you like most about your present/past jobs?

work experence etc.

4. What did you like least about one of your present/past jobs?

Carton Trainer / Doc / Train same  
Hy-Well train (Bus Reg. grow with company)

5. Why did you leave your previous jobs?

6. Sometimes conflicts can arise with co-workers. How have you handled conflicts with coworkers in the past (or how would you handle a conflict with a co-worker)?

Upper leadership / both ends / move forward.  
Move Forward / Neutral.

7. Sometimes disagreements can arise between supervisors and employees. How have you handled disagreements with your supervisor in the past (or how would handle a disagreement with your supervisor)?

Scedual conflict. / Back to direct manager  
tried to talk to the manager / Step up. / Help.

8. With any new job there are a lot of things to learn in a short period of time. What would you do if you did not understand how to perform a particular task?

procedures / Read Manuals / look up. / go to person above.  
Fast learner

9. Rochester Meat Company has a lot of safety rules and procedures. Do you feel that sometimes it is acceptable to ignore safety rules if it helps you complete the job faster?

No There for a reason

10. How would you stay motivated while performing repetitive clerical tasks?

Fun, know what you are doing. Not get to

11. What aspects of assisting HR managers do/would you enjoy most?

Knowledge | experience.

12. How will your skills help you succeed on the job?

Learn quickly | Adapt | Move forward.

13. How do you handle working under tight deadlines?

pressure is good | focused | shut out person.

13. Are you able to work the scheduled shift – Monday through Friday? **YES** **NO**

Notes:

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Hours: open

4 hrs / 5 days

## **Human Resources Assistant**

CMG is now hiring for a Part-Time Human Resources Assistant at Rochester Meat Company in Rochester, MN.

*Since 1971, this local meat processing plant has used its Midwestern work-ethic to set the innovation bar high. And now, they are looking to add to that same team. If you are hardworking, diligent, and wanting to join an established team with a great culture and positive work environment, look no further.*

### **Schedule:**

Part-Time (20-24hrs per week)

Days and Start time flexible.

Wage is based on experience and skill set.

### **Duties and Responsibilities:**

The Human Resources Assistant performs administrative tasks to support the effective and efficient operations of the Human Resources Department.

- Processes insurance benefit enrollments, changes and cancellations and assists with the annual insurance open enrollment.
- Issues COBRA notices as required, maintains records of COBRA elections, payments, and correspondence.
- Processes FMLA and Short-Term Disability paperwork.
- Answers questions from employees and refers complex questions to HR Manager.
- Maintains Safety and HR training records (paper and electronic).
- Assists with employee activities including plant meetings, cookouts, etc.
- Serves as backup for HR receptionist.
- Maintains accurate and up-to-date human resource files.
- Performs other duties as assigned.

### **Qualifications:**

- High School Diploma and prior related human resource experience preferred.
- Working knowledge of Microsoft Word, Excel, Outlook.
- Strong organizational skills and attention to detail.
- Strong verbal and written communication skills.
- Strong interpersonal skills and the ability to interact with employees from various cultures and backgrounds.
- The ability to maintain confidentiality of sensitive information.

### **Benefits:**

Bi-Weekly Pay

No Weekends

~~Paid Holidays~~

Competitive Vacation Package

Great working environment

Weekly Meat Deals

If you are looking for a position you can grow with and a great company to work with, this is your opportunity!