

# Chase Abeyta

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## PROFESSIONAL SUMMARY

I'm currently seeking a long-term career where I can be a productive team member that contributes to the Company's success while experiencing personal growth and development.

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## SKILLS

- Exceptional workflow management
  - Employee Relations Specialist
  - Excellent Communication
  - Positive Attitude
  - Active Listening
  - Adheres to customer service procedures
  - Committed to maintaining data integrity
  - Strong problem solving aptitude
  - Persuasive speaker
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## WORK HISTORY

### **Motherlode – April 2023 to Current – Machine Operator/Product Filler**

- Get the product into the filling machines and ready for the day.
- Follow any and all cleaning protocols to ensure all product is sanitized and not contaminated.
- Make sure the paperwork matches with the product order so the correct jars and lids are used.
- Fill the glassware on the conveyor before starting the run.
- Take temperature of the product every hour and have it logged for product management.
- Separate a small sample size to make sure everything is on temperature and weight for processing.
- Help change out labels based on specifications of purchasing company.
- Work with Quality Assurance to make any last changes to product or loading specifications.
- Help package finished product .
- Palletizing all orders into correct loading bays.
- Train any new hires.
- Work with our warehouse employees to confirm on sending order.
- Sort through re-work for any potential bad batches.

### **Steelcon - February 2022 to December 2022 – Metal Fabricator 1**

- Review schematics and insure the information was accurate to protocol.
- Made specific parts to be welded.
- Helped weld pieces.
- Trained any and every person that was hired on.
- Drove forklifts to load and unload trucks.

- Used torch cutters to make smaller parts.
- Used sheer to cut pieces of metal in high quantities.
- Worked with management and ownership to ensure everyone's safety and the companies ability to sell high quality parts.

**Uber** - June 2020 to Current - *Driver*

- Transport customers to and from their destinations, safely.
- Assured the vehicle was clean and well maintained.
- Maintained a neat and clean appearance.
- Impeccable customer service.
- Exceptional ability to think on my feet as well as mapping skills.
- Ability to follow safety signs and follow state regulated laws of the road.

**Blue Rhino** - February 2020 to July 2021 - *Floor Operator II*

- Check the propane tanks for any potential leaks or plateaus that would make the tank unusable.
- Remove tanks from the paint line that have passed the initial test for quality.
- Check the pressure release value to guarantee the value will work for the consumer.
- To remove and replace the values that have been damaged that can no longer go out for sale to the public.
- Fill tanks to specific weight based on the size and brand of the tank.
- Periodically remove some tanks to confirm that the tanks are getting filled to code and nothing is getting shorted.
- Add caps to the values and sleeves to the tanks so they can be sent out for sale to the public.
- Separate the tanks that pass code that can be refueled and sent out for sale.
- Paint the tanks that have passed code for resale but didn't pass the "eye test" for sale.
- Add tanks to a wash line so any dirt or foreign material is washed from the tank.
- Drive the forklift to separate products that are being sent out and being brought in.
- Train any and all new temporary employees until they meet the process to be hired on full time.
- Evacuate propane from damaged tanks to scrap the tank.
- Stack the completed product into pallets so they can be sent out for public sale.

**Metalwest** - October 2019 to December 2019 - *Floor Operator I*

- Process daily orders of metal.
- Ability to utilize forklifts.
- Ability to utilize a crane.
- Conduct inspections on all forklifts and cranes before the workday is started.
- Build or modify skids to specification of current and future orders.
- Band every individual order to the buyer's desires.
- Wrap orders scheduled to be shipped out of the state.
- Weigh coils of metal for accurate numbers and correct shipments. ● Clean and organize registered stock for potential future sale.

**King Soopers - December 2016 to October 2019 - *General Merchandise Assistant Manager***

- Scan shelving and products to gain accurate numbers of sales.
- Order products to fill shelves as well as end caps.
- Work ordered products to designated shelves.
- Print sale and back stock reports.
- Use forklifts and electric mules to retrieve ordered patio as well as seasonal products for display.
- Help direct customers to correct products of need or provide recommendations.
- Place orders for customers that request products in bulk.
- Train new employees on policies, tasks and job duties.
- On occasion, I perform any other tasks that the overseeing department manager assigns.

**Dish Network – January 2016 to November 2016 - *Advanced Loyalty Specialist***

- Analyzed call volume and average call time to monitor Customer Service Representative's performance productivity.
- Managed high call volume with tact and professionalism in a complex, fast-paced and challenging environment.
- Initiated operations improvements to improve overall call center productivity.
- Oversaw Call Center employees to ensure customer satisfaction goals were consistently met.
- Improved Call Center functionality and service capacity by resolving customer complaints efficiently and quickly.
- Developed all process controls and metrics for daily management of the Call Center.
- Defused volatile customer situations calmly and courteously.
- Mastery of customer service management systems and databases.

**Dairy Queen – May 2014 to December 2015 - *Supervisor***

- Escalation point for upset customers.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Met and greeted customers while encouraging feedback to implement positive changes within the restaurant.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Routinely supported all areas of the restaurant, including answering telephones, completing financial transactions, kitchen operations and serving customers, as needed.
- Assisted in maintaining a sanitary environment for food preparation and service areas.
- Trained all new employees, as well as kitchen staff on proper use of equipment, food handling and portion control.

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**Kentucky Fried Chicken – September 2013 to May 2014 - *Cook***

- Assisted in maintaining sanitary environment for food preparation and service areas.
- Baked, roasted, broiled and steamed meats, fish, vegetables and other foods.
- Checked freezer, refrigerator and heating equipment temperatures to ensure proper function.
- Cleaned and inspected galley equipment, kitchen appliances and work areas.
- Trained kitchen staff on proper use of equipment, food handling and portion control.