

Chris M. Guthrie

(720)609-0954
Street
CG2921@outlook.com
Seeking Position As:

2921 Yates
Denver, CO 80212

Customer Service

Extremely determined, honest, and trustworthy unemployed person has more than 15 years of combined experience in truck driving, customer service, and providing operations leadership and assistance in transportation and security services. Reliable candidate is actively looking for a challenging role as a Commercial Driver, ideally with a dynamic and progressive industry leader such as Iron Mountain. Excellent communication and interpersonal skills make the candidate successful in seamlessly working with clients, staff, and other professionals in various areas across different job levels. Diligent professional demonstrates key abilities in client relationship building and management, surveillance, communication, business development, organization, training, and problem solving; displays adequate knowledge of DOT regulations and MSDS guidelines. Effectively contributes towards organizational success, thrives in demanding team environments, professionally deals with increased challenges and responsibilities, and excels under pressure.

- Commercial Driving/Transport Services
- Proficient in Interpersonal Relations
- Exceptional Customer Service Abilities
- Efficient in Surveillance & Security
- Adept in Organization & Multitasking
- Task & Detail-Oriented Problem Solver

Professional Experience

Monarch Casino Resort Spa
Surveillance Agent
Black Hawk, CO

Jan, 2017 – Dec. 2020

- Observed casino operations for irregular activities such as cheating or theft by employees and customers; reported all violations and suspicious behaviors to supervisors.
- Monitored establishment activities to ensure adherence to all state gaming regulations and company policies and procedures.
- Welcomed guests and ensured that they receive quality customer service; prepared reports regarding guest-related incidents occurring in gaming areas.
- Supervised stations and games, and moved dealers from game to game to ensure adequate staffing.
- Established and maintained strong working relationships with guests, staff, and the management team; handled and resolved issues and complaints.

Quicksilver Express Couriers
Sept 2016
Dispatcher, Customer Service
Lakewood, Co

June 2015-

- Handled all incoming and outgoing calls for courier requests for service
- responsible for all data entry on customers request for service and transportation
- Responsible for dispatching both Denver and the Phoenix metroplexes

Revolution Cleaners
Nov 2014
Route Driver
Denver, CO

Aug 2013 –

- * Checked and verified that all dry cleaning orders were placed in order of stops according to

manifest!

* Scanned all orders using spot program and verified that all orders were scanned and loaded onto delivery vehicle, all being verified by Route Coordinator!

* Responsible for vehicle maintenance while on delivery route and making sure that all deliveries were made in a timely fashion to both residential and business customers alike!

Education & Technical Skills

Colorado Mountain College, Glenwood Springs, CO, 1987
Certificate of Completion

Law Enforcement Training Academy, 1987
Certificate of Completion

Microsoft Office Suite (Word, Excel, PowerPoint)

Professional Certifications and Licenses: Class A CDL □ Medical Card
Certification in Horizontal Gaze Nystagmus, DUI Detection, 1987

Training: Smith System Driver Training Course, 2006

Awards: Officer of the Month, Pinkerton Security, Oct 1991

Other Information: Versatile professional is familiar with all trucks such as Kenworth, International, and Mack, and with most Eaton-Fuller 9 and 10 speed transmissions.