

# Christopher Myers

Fort Collins, CO 80521

[christophermyers784\\_724@indeedemail.com](mailto:christophermyers784_724@indeedemail.com)

+1 316 516 6722

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Sheet Metal Mechanic**

HM Dunn Aerospace - Wichita, KS

January 2022 to August 2022

Assembled Escape hatches for the B52 aircraft. Using various hand tools and assembling jigs laid out parts and drilled material and installed rivets and Hi-Locks. Worked off of blueprints and work instructions to insure product met specifications and passed inspection. Most components are hand laid out with very little piloted holes. Sealed material per blueprint call outs. Insured work area and material remained fod free.

### **Assembler**

Excel Industries - Hesston, KS

June 2021 to January 2022

Worked for excel industries on the assembly line putting together lawnmowers. Handled crating and prepping mowers for ship insuring they are properly scanned and ready for transport. Transferred over to frame drop at the start of the assembly line. Installed footrest and inserted wheel bearings and batteries to the frame. Consistently worked overtime and made sure to produce a quality product that met quality standards.

### **Assembler**

Aerotek - Hesston, KS

December 2020 to June 2021

Worked as a temp for excel industries on the assembly line putting together lawnmowers. Handled crating and prepping mowers for ship insuring they are properly scanned and ready for transport. Consistently worked overtime and made sure to produce a quality product that met quality standards.

### **Material Handler**

AGCO Corporation - Hesston, KS

November 2020 to November 2020

Created kit carts and shipped parts across different parts of work site. Operated a forklift to move freight and kit carts across the plant. Attained forklift certification as part of training. Input all work actions into internal computer systems to keep stock levels and locations up to date for internal storage systems.

### **Sheet Metal Assembler**

Spirit AeroSystems - Wichita, KS

July 2019 to March 2020

Assembled sheet metal within blueprint specification and code. Assured all work meets quality standards and was ready to move on in the assembly process. Sealant trained and experienced.

Trained in the installation of rivets and close tolerance fasteners. Worked on the 767 41 section.

Insured unit was Fod free and ready to ship from the facility. The section I worked was all hand lay out and measured, with very minimal piloted parts. Line was on a 14 day work rate meaning we had to have all labor done in 14 days and have the unit prepped to ship out. Worked most weekends as well as 10 hour weekdays up until I was laid off.

### **Freight Handler**

Fedx Freight - Wichita, KS

April 2019 to June 2019

Drove a forklift to load and unload freight trailers, handled hazardous materials and fragile freight.

Unloaded freight in a rapid manner to meet ship out and unload deadlines while logging all work done and maintaining freight in line with proper procedure and regulations.

### **Customer Service Representative**

The Golf WareHouse - Wichita, KS

August 2018 to March 2019

Assisted customers in locating recent orders and placed brand new orders for the customer. Gave advice on various golf and baseball equipment to right fit customers to the items they need.

Helped customers with returns, exchanges, warranty returns, and with understanding how different promotions worked.

Helped new employees with learning how to navigate the computer systems we used and walked through basic call flow and problem resolution.

- Managed perfect call quality scores for 4 months from the months of November to February
- Was in the top 3 for net sales for CSR's from November to February
- Had an average call handle time of 400 seconds the expectation was to have a call handle time of 500 seconds

### **Customer Service Expert-Team of Experts Account Expert**

T-mobile Call Center - Wichita, KS

October 2015 to June 2018

Managed Customer accounts and helped resolve customer issues when they called in for assistance.

Sold services and equipment to customers and pitched promotions and account upgrades. Prevented account cancelation by calming the customer and working to deescalate the situation and finding solutions to customers problems all while staying within T-mobile policy. Troubleshooting service and device issues and performing warranty exchanges when needed.

- Top Performer in sales and CRT metrics
- Met in all other metrics to stay at or above a hundred percent to goal every month
- Helped other representatives with their sales metrics by assisting them in creating a consistent call flow for sales and teaching them how to broach the subject with a customer and make realistic offers.

- Bonused 3 months in a row for finishing at over 105 percent-to-goal
- Average at least 5 new lines of service per month for 6 months. Highest sales total ever for a month was 37 lines added in november of 2017

### **Dealer Service Representative**

Ally Financial - Wichita, KS

June 2014 to July 2015

Helped Service Customers accounts that had financed vehicles with ally financial. Generated quotes and ran credit and other numbers to help finance vehicles for customers. Faxed and generated legal documents such as a release of lien for dealers ● Ranked in the top 10 employees at our call center for call efficiency rating. Average time expected for an account was 400 seconds I averaged a 310 over the course of 6 months.

● Always met metrics for call quality and customer satisfaction that was determined based on a multipoint rubric.

● Helped develop note taking system to help find any errors in the program that was eventually used across the entire call center 1945 N Rock Rd. #1708 Wichita KS 67206 316-516-6722

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### **Flow Team Member**

Target Inc - Wichita, KS

August 2013 to June 2014

Helped unload freight in the morning and stock the store, bowled freight and helped customers locate items in the store and advised of current promotions we where running. Zoned the grocery section of the store. On occasion also ran register ● Managed to consistently finish unloads ahead of schedule as a team and ensure that on days with double truck no member had to stay later than scheduled ●

Recognized by management for keeping the best zoned aisles in the store

### **Market Research Expert**

Olc Global Inc - Wichita, KS

2012 to 2013

Performed various surveys to help gather information for various companies that had contracted our call center ● Accomplished daily goals for number of surveys needed for multiple different research programs we where running ● Helped Launch a research initiative that only 15 representatives where selected for and stayed on that program until our research contract ran out.

## Education

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### **Tech school in Sheet metal and Cnc Machining**

Wsu tech - Wichita, KS

March 2019 to Present

### **Associates of Applied Sciences in CNC Machining**

WSU Tech - Wichita, KS

March 2019 to March 2022

### **High school diploma**

Magnet, NE

## Skills

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- Microsoft office
- Sheet Metal Assembly (1 year)
- Customer Service (5 years)
- Problem Resolution (5 years)

- Precision Measuring Trained
- Quick Learner
- CSR
- Call Center
- Customer Care
- Customer Support
- Aviation
- Sheet Metal
- Micrometer (1 year)
- Sheetmetal
- Blueprint Reading (1 year)
- Tape and rule (1 year)
- Calipers
- Drilling
- Deburr
- Sealing
- Riveting
- Time Management
- Quality Assurance
- Production and manufacturing
- Communication Skills
- Personal Accountability
- CNC
- Fabrication
- Quality Inspection
- CNC Lathe (Less than 1 year)
- CNC Milling Machine (Less than 1 year)
- Mastercam
- Precision Measuring Instrument (2 years)
- GD&T (1 year)
- CNC Programming
- Mechanical Knowledge
- Blueprint reading
- Data entry
- Customer service
- Hand tools
- Machining

## Certifications and Licenses

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**OSHA 10 May 2019 to Present Osha 10 safety training**

**Cnc Machining**

Present

**Forklift Certification**

**Driver's License**