



25+ years in the customer service, assembly, manufacturing, and sales business. A loyal and reliable employee dedicated to providing quality care for ultimate employer and customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients and co-workers. Adept in general accounting and finance transactions. Committed to identifying employer needs and delivering effective solutions to problems. A resolve to conduct with integrity combined with a superior knowledge of the customer service industry. Devoted, hardworking, and ready to join my next team.

Professional Experience

Justrite Manufacturing April 2022 - September 2023

Production Technician

- Set up, maintained, and operated high-speed machine equipment and percision machinery used in mass production.
- Machine operation of notch and pierce presses, forming presses, pneumatic forming presses, riveters, and tape feeder.
- Collaberated closely with coworkers to maximize efficiency and profits.
- Met deadlines and quotas.
- Maintained neat, organized and cleanwork areas to avoid safety concerns or production delays.
- Operation of various tools, dies, and assembly benches.
- Responsible for inspection and quality control.

Clear Comfort February 2022 - March 2022

Assembly Technician

- Assembly Technician of control units and refurbishing with a highstandard of quality control while meeting deadlines.
- Conducted visual inspections and checked for product defects.
- Performed product performance testing, recording results.
- Packaging and shipment of product with a sense of urgency.
- Completed quality assurance and design compliance checks to reduce errors.
- **Reference available.**

McGukin Hardware June 2009 - January 2022

Senior Sales Representative

- Head of repair shop.
- Electrical and tools floor sales.
- Responsible for customer service repairs.
- Re-keyed and mastered locks.
- Repair skills include (but not limited to): General electrical repair, key cutting and programming, screen door screening, glass and plexi cutting, wood cutting, general servicing and restore.
- Product knowledge expert.
- Trained new sales professionals and provided coaching as needed to maintain company sales success.

Key Skills

- Teamwork and Collaboration
- Machine Operation
- Component Assembly
- Exceptional Customer Service
- Time Management
- Testing and Trouble-Shooting
- Adherence of Procedures and Protocols
- Attention to Detail
- Shipment Receiving and Processing

- Worked with my supervisor to address any outstanding issues or concerns.
- Effectively utilized knowledge of inventory control and management.
- Built long-lasting relationships with clients Placed special orders and custom quotes.
- Utilized excellent time management skills, conducive to completing projects in a timely manner.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Worked well in a fast-paced environment.

Koontz Hardware

January 1995 -
September 2008

Customer Service Representative

- Floor sales, household and cleaning supplies.
- Brought forth a service-oriented attitude dedicated to the customer experience.
- Implemented effective marketing techniques and strategies.
- Attended workshops and conferences centered around increasing customer service skills.
- Demonstrated advanced organizational and communication skills.
- Maintained inventory and ordered supplies as necessary.

Education

High School Diploma
Highland High School , Highland, IN