

**Darron D. Campbell**  
10917 Beeler St  
Henderson, CO 80640  
303-915-0565  
telkbear@gmail.com

## **Xcel Energy-Denver, Colorado**

### *Customer Service Representative – June 1997-July 2002*

Handle inbound calls from residential and commercial callers regarding new, existing and previous service. Questions varied from new service, billing questions, outage information, referrals to other departments.

### *Dispatch Liaison-- July 2002-August 2003*

Act as a liaison between customer service and media relations and dispatch. Reporting outage information, weather related issues, and tracking planned outages. Record and maintain files or records of customer requests, and mapping updates.

### *Senior Specialist, Damage Prevention and Locates—August 2003-May 2009*

Assign daily routes for locate technicians. Audit completed locate technician routes and file and archive when completed. Order needed locates from the Utility Notification Center of Colorado, and verify with them locates from contractors, builders, or vendors. Assign utility damages to investigators and claims adjusters. Bill for damages after investigations have been completed. Process payroll for department of over 75 employees in five states. Pay all incoming invoices and process billing to outside vendors. Plan and facilitate monthly safety meetings and keep all employees compliant safety gear and training wise.

### *Representative, Builder's Call Line—May 2009-September 2013*

Answer inbound calls from residential customers, builders, and contractors who are requesting new or upgraded utility services. Input information from applications into computer order system. Forward information to residential technicians to work on. Work on escalated calls from other reps, and refer them to other departments or supervisor when resolution cannot be reached.

### *Residential Technician—September 2013-September 2015*

Work with residential customers, builders, and contractors who are requesting new or upgraded utility services. Meeting with customers on site to measure and project what materials and needs are, then going back to the office and planning, designing and pricing out the estimate for the customer. Once the customer approves and pays for the new service, process the work order and send to the appropriate division office to assign the work crew. Be the liaison between the customer and the division office to ensure the job is done on time, safely and correctly.

### *Senior Representative, Builder's Call Line—September 2015-March 2016*

Answer inbound calls from commercial customers, builders, and contractors who are requesting new or upgraded utility services. Input information from applications into computer order system. Forward information to residential/commercial technicians to work on. Act as a mentor for Junior Reps. Work on escalated calls from other reps, and refer them to other departments or supervisor when resolution cannot be reached. Pull orders from fax and email and assign to both residential and commercial representatives for input.

## **References**

**Phillip Castagneri—Sprint Press – 303-475-7781**  
**Jon Holman—Union Pacific Railroad – 303-915-6285**  
**Candy Pettitt—Xcel Energy – 303-716-2133**