

David Maes

Commerce City, CO

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Bringing Team Leadership Skills in Position of Excellent Administration Customer Service Representative for a company that offers opportunities for growth and advancement.

WORK EXPERIENCE

Production Assembler

BCT Termuo BCT/Gambro - Lakewood, CO - August 2014 to May 2015

Responsibilities

Assembly building of the internal blood pathology unit parts for the entire different components, which is use in many health areas for, blood separations, & collection example white blood cells, red blood cell.

Accomplishments

My goal is to do my job well and perfect because it saves lives. I build medical devices that fight cancer and other diseases what I accomplish is knowing someone is depending on me to do so and give them 100 % of quality in a unit they depend on.

Skills Used

I work in a team environment in a clean room assemble parts to certain specifications that meet the FDA regulations customer skills in doing so in the manufacture business.

Call Center Customer Service Representative

MYRIDDIAN LLC - Denver, CO - October 2013 to February 2014

Responsibilities

Call center customer care for members for Kaiser Permanente Health in Medicare benefits, handling all needs to guide lines of the HIPPA Grid. California team/ Contract temporary work

Accomplishments

I receive the best feeling in helping others accomplish their health care needs in service by one one of the of the largest 5 star Health Agencies Kaiser Permanente. I always receive high recommendation from staff and customers. I dealt with out state clients in medicare. i resolved many issues and received many letters of rewards by the CEO of Kaiser.

Skills Used

I use my one on one people skills over the phone with a smile to resolve all issues or to answer the clients questions. I use my up most profession as customer service on computer and on the phone and as in all communications skills to achieve my job with a great out come

Production Assembler

Gambro BCT - Lakewood, CO - November 2004 to August 2008

Assembly building of the internal blood pathology unit parts for the Spectra machine, which is use in many health areas for, blood separations, & collection example white blood cells, red blood cell. Accomplishments receive several outstanding rewards for quality control.

Sales & Technical Support call center Representative CSSR II

AT&T Broadband - Denver, CO - March 2000 to March 2003

Provided support in sales and technical, cable TV, telephone and internet service industry. Inbound of multiple calls involving from, billing to various support questions. Data entry, multi-tasking Provide elite customer service. Held many awards for excellent customer Service with a smile & going beyond the expectation.

Customer Service Accounts Representative Call Center closed

Office Depot Business Service - Denver, CO - 1998 to 2000

Administration Clerical & Office Accounts Multi Phone Duties with Switch Board Experience. Data entry of billing & credit & account information. The accomplishments were learning the great aspect of a call center service and the people who I took care of. The Call Center Closed

GSO/Guest Saftey Officer

Reserve Casino Hotel - Central City, CO - October 2012

GSO/Security

Guest Services in all aspects of casino/ hotel assistants. Transportation of high dollar amounts in the casino to various departments. Safety of all with trained as the medical responsive if needed. My personal attributes give much retention in return of guest visits to the casino not only feeling safe but as true welcome and comfortable environment by taking the time to visit with each guest & talking to them finding what needs they I have and giving them the upmost quality service while in my casino taking ownership.

EDUCATION

Certificate of Completion in Business Sales 290

Community College Of Denver - Aurora, CO

2000 to 2002

none/ some course finished in Psychology Criminal Justice

Metropolitan State College - Denver, CO

1995 to 1997

HS Diploma in Business/Building Trades Carpentry & Auto Mechanics

Adams City High School - Commerce City, CO

1977 to 1981

SKILLS

Federal & Colorado State Government- Military Base-Top Security Clearance access, Administration - Warehouse - Gaming ,Retail Manangement , Business Administration, Call Center, Legal Adult & Juvenile Corrections, Employment Counselor Adult & Youth Sevices,Humane Resouces.Payroll Time sheets Data entry . Business Accounts Manager. Inventory Managment - Sales, Customer Service, Retention Management. Forklift Operator, Windows 7 ASOP System Out Look, All office equipement fax multi task to receptionist. Certified in Adult/Child CPR & First Aid Jan 2013-Jan 2015

AWARDS

11 Year Service to the US Government,

January 1991

This award for excellent service to US Government on a Military Strategic Base after base closed.

Excellent Customer Service

April 2001

For keeping customer satisfaction with retention in sales & in technical support .

Quality Control

August 2005

Award was for catching a assembly line defect that could have cause server health issue and safety to the public of our product.

CERTIFICATIONS

CPR Adult/Child/Infant AED Certified First Aid 2013

June 2013 to June 2014

I am certified to give first aid & CPR & AED in the following Adult/Child/Infant AED as a first responder.

TIPS

May 2013 to Present

Certified Alcohol Training Intoxication Awareness and intervention 2013

Denver Excise License/Funeral Escort Emergency Vehicle Operator

January 2000 to December 2012

This License was renewed every year to operate a emergency vehicle in funeral processions for the safety of the public in escort families to a cemetery.

Colorado Gaming License

October 2012 to October 2014

I hold this license to work in a casino which include to follow all Colorado Government Guide line regulations in Gaming . I watch for prevention in theft with many other duties with multi duty of transport of money to gaming tables. Safety etc. This license was done with extreme background check from FBI, Homeland Security, CBI check to obtain..

Security Clearance

January 1980 to January 1991

Was a classified security clearance to work on the US. Rocky Mountain Arsenal Military Base Background check was intense ...

ADDITIONAL INFORMATION

- Customer Service Representative
- Front Desk Receptionist
- Polite
- Switchboard Experience

- Supervisory Skills
- Word Perfect 5.0, 5.1
- MS 7/Data Entry
- Honest
- Self-Motivated
- Assistant Management
- Flexible
- Administration/ Clerical
- Assertive/Punctual

- Ten Key by Touch/Outlook
- Professional
- Business and Sales Consultant
- Punctual
- Adult Youth Correction Officer
- Bilingual
- Dependable
- Youth/Adult/Employment Counselor
- Human Resource/EEOC
- JTPA Certified/Government
- Youth/Adult Coordinator
- Federal Government
- Adult/Child CPR & First Aid 2013