

# David Griffin

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615 Poppy Way Broomfield, CO 80020

## **OBJECTIVE**

To find a full time position with a company where I can be part of a team providing a valuable service to their customers and able to grow and develop within the company.

## **SKILLS PROFILE**

- Excellent driving, safety, and attendance record.
- Thorough knowledge of area roads & highways.
- Proven record of completing all tasks assigned in a timely manner.
- Experienced in customer service, warehouse & office industry.
- Experienced in Zendesk and Salesforce.
- Proficient in operating Oracle ordering system
- Great people Management skills.
- Proficient in Microsoft Teams, Excel and Office.
- Able to multitask proficiently.

## **EMPLOYMENT HISTORY**

**The Home Depot, 7125 W 88th Ave,  
Westminster, CO 80021**

**09/2017 - 04/2018**

### **Customer Service Desk Associate**

- Provided friendly and accessible customer service through the service desk.
- Assisted customers with returns of merchandise defective or non-defective.
- Assisted customers help and make special orders
- Was sometimes a backup cashier when asked to or when location was busy.

**ARC Abatement, INC, 7180 W 117th Ave, #E,  
Broomfield, CO, 80020**

**05/2018 - 08/2018**

**Warehouse Associate**

- Operated forklift when needed to move items that were on a pallet of multiple items or too heavy to move/lift by myself.
- Maintained upkeep and cleanliness of warehouse.
- Loaded and unloaded materials for jobs that supervisors take to job sites in trailers.
- Kept materials in easy to locate and organized spaces.
- Made sure materials and tools were able to be used and were in working condition before being sent out to job-sites and after coming back from job-sites.

**2nd and Charles, 1 W Flatiron Dr,  
Broomfield, CO, 80021**

**09/2018 - 09/2019**

**Buyback Department Associate/Media Floor Associate**

- Helped customers looking for specific products within the store and if not in store, assisted customers in ordering specific products from the company website.
- Took customer product and assessed what was worth taking
- Processed how much said product was worth with either store credit or cash.

**Deckers Brands, 11525 Main St, #500**

**Broomfield, CO 80020**

**10/2019 - 02/2021**

**Customer Service Representative (Voice and Chat Agent)**

- Helped with customers with numerous situations including returning products, helped with processing refunds, helped processed orders for customers, etc.
- Helped other CSRs (Customer Service Representative) with info that I knew after working with the company for several months.
- Walked the floor and assisted other CSRs when coaches/leads asked me to.
- Proficient in operating Oracle ordering systems.
- Also know how to operate Zendesk and Salesforce with tickets of customers' needs and issues.
- Multiple resources to help me investigate numerous situations.

**Education:**

Standley Lake High School  
08/2014 – 05/2016

Boulder Preparatory High School – Graduate  
08/2016 – 05/2017

Front Range Community College  
08/2017 – 01/2018

