

Derek Knowlton

Longmont, CO

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Authorized to work in the US for any employer

Work Experience

Overnight Production Worker

ResourceMFG - Gunbarrel, CO

February 2018 to June 2019

February 2018 - Now Production Worker Resource MFG Boulder, CO

Bobo's Bars production worker bar knead line

Kneading Fresh material: Bars, Bites, and stuffed

Using keen observation to make sure that the fresh material is free of various contaminants

Keeping myself and my environment clean and safe to work with fresh material

*Currently studying to obtain my A+ certification in IT under Comptia 220-1001 and 220-1002

Customer Service Representative

Cooper Heating and Cooling - Broomfield, CO

October 2017 to January 2018

*Gathering critical information and using that to assign a technician to a customer.

*Providing exceptional customer service.

*Generating records with accurate customer information for future visits.

Senior Advisor at AppleCare

Concentrix - Boulder, CO

August 2014 to January 2016

Responsibilities

Take ownership of cases that are much too complex for our first line of defense to solve.

Use every resource possible to solve a complex issue and identify emerging issues

Provide exceptional customer service to keep our clients happy with their product

Staying up to date with new product specifications

Technical Support Advisor at AppleCare

Career Connections Incorporated (CCI) - Boulder, CO

July 2013 to August 2014

Responsibilities

Providing exceptional customer and technical services.

Staying up to date with new product specifications.

Professionally recording call details for accurate diagnosis and routing.

Practicing soft skills to provide a comfortable environment for each client.

Troubleshooting issues quickly and efficiently.

Working as a team by sharing knowledge, and ensuring high productivity.

Accomplishments

Kept many customers happy and loyal to their product brand

Took a one week class for manager in training (MIT) and was a team manager for a month in June to July

Took additional classes to sharpen customer service and soft skills

Eventually I chose to move up to be a Senior Advisor

Skills Used

Team Player

Self Motivated

Fast Learner

Innovative

Strives for Excellence

Experience in Customer Service

Dedication to the Success of the Team

Exceptional Soft Skills

technical support

Overnight Stocking Associate

Wal-Mart - Longmont, CO

August 2011 to July 2013

Responsibilities

Ensuring that items are stocked and organized for customers.

Maintaining inventory records and organizing overstock.

Working as a team to ensure all tasks are completed efficiently.

Using safe practices in the workplace to reduce accidents, especially when operating heavy machinery.

Using safe lifting techniques to reduce injuries.

Accomplishments

Volunteered at other Wal-mart sites during times if need.

Volunteered to help remodel Wal-mart from the inside

Before Black Friday I volunteered to train as a backup cashier

Skills Used

Time management skills

Safe practices

Strong organizational skills

Exceptional customer service skills

Cooperation and teamwork

Education

Core 40 High-school Diploma in N/A

Angola, High-school - Angola, IN

2007 to 2011

Skills

- Assembly
- Packaging
- Technical Support

Additional Information

I have my own pc with windows 10 in a quiet area with an internet connection of 600mbps