

Dustin David

Fort Collins, CO

b313g3ndary7_4aq@indeedemail.com

+1 970 690 6911

- Great ability to diagnose a problem and solve without help.
- Strong organizational, technical and analytical skills.
- Experienced in all Microsoft programs and very advanced typing skills
- Great customer service skills, problem resolution & teamwork abilities.
- Great sales skills. Understands the steps to selling and took multiple marketing and business classes in high school. As well as experience selling while at WorldVentures and The Home Depot.
- While working for Discovery Research Group, I developed strong customer service skills as well as communication skills.
- Sales representative at WorldVentures resulted in a lot of personal development. Strong leadership, confidence, and positive attitude have resulted because of it.
- While working at Home Depot I gained additional experience in small engine repairs, team leader skills, customer service, product knowledge, problem assessment, cashier experience and techniques in certain departments. Maintaining how to repair customer tools & store fleet tools in a professional amount of time. Training and leading regular associates to succeed in a team culture.

Work Experience

Tool Rental Technician

The Home Depot - Fort Collins, CO

April 2016 to Present

Secondary: Tool Rental Sales Associate, Special Services, Cashier, Loading, Lumber, Hardware, & Freight Associate

April 2016 - Present

- Small engine repair technician
- Customer & store fleet repairs. Small engines & motor repairs. Lawn Mowers, Chainsaws, Tillers, Pressure Washers, Paint Sprayers, Hand drills Drills, Saws, etc.
- Repair customer tools in a professional amount of time.
- Maintain store fleet repairs & inventory to a certain quote.
- Adequately lead and train sales associates to a knowledgeable level.
- Assist, inform and teach customers how to use Tool Rental equipment.
- Sell used equipment to customers.
- Operate Tool Rentals system app: Setting up customers contracts, tool repairs and inventory management.
- Handle cash register. Assist customers in purchasing products.
- Answer questions regarding products and resolve difficult customer inquiries.

Market Research Interviewer

Discovery Research Group - Fort Collins, CO

February 2013 to April 2016

- Delivered high quality customer service with inbound and outbound calls. Typing in real time.

- Gained experience in DOS
- Gained experience dealing with customer adversity as well as rejection.
- Recorded customer interactions and experiences with their Health Care insurance, Auto Insurance and other difficult interactions.
- Fielded an average of 400 calls per day.

Sales Representative

World Ventures - Fort Collins, CO

September 2013 to March 2014

- In charge of expansion for a travel company.
- Personal development and self building, as well as team development and building.
- Delivered leadership by managing my team, dealing with rejection, and learning how to close the deal!

Courtesy Associate

Walmart Super Center - Timnath, CO

June 2012 to December 2012

- Delivered premium service by greeting and serving customers in a timely, friendly manner.
- Delivered high quality customer service to customers daily.
- Managing the parking lot and shopping carts. While providing customer service.
- Delivered carry outs for customers with heavy items and the elderly with their groceries.
- Gained partial experience using cash register.

High Quality Skills

- Sales: Experience with World Ventures selling travel memberships. Experience selling used equipment as a Tool Rental associate. And merchandise as a Hardware and Lumber associate at Home Depot.
- Problem Solving: Ability to diagnose a problem and solve it without help. In a professional amount of time. As evident by my ability to do small engine repairs on customer & store fleet repairs.
- Small Engine Technician: If it has a small engine or motor I've probably fixed it. From Lawn mower carburetor replacements, motor assembly on a drill, Pump on a Paint Sprayer, etc.
- Computers: Experience in DOS and accurate in real time typing while working at Discovery Research Group. Managed inventory, customer contracts and repairs through Home Depot Rental App. Experience in Microsoft equipment while taking multiple computer classes in High School. Self taught how to build computers, maintain windows and operate programs.
- Customer Service: Resolve customer inquiries and provide customer satisfaction while working at The Home Depot. Garner customer satisfaction or dissatisfaction regarding Insurance and Healthcare among other sensitive issues while working at Discovery Research Group. Provide the best customer service possible for over the last 5+ years at all jobs.
- Leadership: Built a team while at World Ventures to sell travel memberships and expand the company. Trained multiple associates while working at The Home Depot.
- Finance: Handled customers contracts while working at The Home Depot. Multiple high school classes regarding finance. Years of cashier experience.
- Attitude: Positive and determined. Something that every successful employee needs.

Education

High school diploma

Skills

- Market Research
- Research
- Team Management
- Analysis Skills
- Mowing
- Cold Calling
- Power Tools (5 years)
- Assembly Experience (5 years)
- Mechanical Knowledge (4 years)
- Hand Tools (5 years)
- Marketing