

Jake Setliff

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Eager professional seeking to expand knowledge of business processes and communication.
Background in hospitality, white glove, and outstanding customer service.

Work Experience

Order Management Specialist

ReserveBar - Remote, Colorado

November 2021 to Present

Monitored orders and inventory of high-end spirits and alcohol beverage related products for a high volume e-commerce company

Acted as point of communication between retail partners, and company departments providing inventory updates, and order statuses through written communication and weekly meetings

Communicated account and order updates to customers as needed via Zendesk

Acted as point of escalation for customer experience team resolving outstanding orders and inquiries

Equipment Rental Agent

Best Rental Inc. - Fort Collins, CO

April 2021 to November 2021

Fielded customer inquiries for a high volume heavy equipment and tool rental company, in store and online

Scheduled and booked rental reservations as needed, maximizing rental revenue while ensuring rentals are not overbooked

Shipping and receiving tools for repair, placing vendor orders as needed for shop inventory

Dispatching equipment deliveries and and service calls

Processed customer and vendor payments

Customer Experience Supervisor

EzCater - Remote , CO

September 2018 to April 2021

Supervised daily operations of a customer experience team, for a high volume e-commerce catering marketplace

Bridged communication from upper management and other departments to my team

Performed quality assurance audits, delivering coaching and training as needed

Reviewed payroll and daily attendance

Ensured company key performance indicators are being met by team members

Shift Lead Manager

Mac'd Up Fort Collins - Fort Collins, Fort Collins

July 2017 to September 2018

Supervised employees and oversaw quality compliance with company standards for food and services for a local gourmet pasta restaurant

Reviewed and ordered inventory for restaurant as needed

Worked with upper management to bridge communication as needed to staff members

Completed opening and closing tasks of store, ensuring cash drawers are accurate, ensuring the store is ready for the next shift

Kitchen Manager

Rocky Mountain Bar And Grill - Kremmling, CO

September 2009 to July 2017

Oversaw kitchen operations for a local's favorite bar and grill

Conducted daily checks of proper food safety measures throughout the establishment

Delegated food preparation duties and various tasks to kitchen staff

Maintained a high level of customer satisfaction, while leading the kitchen on shift

Scheduled kitchen staff to maximize productivity and minimize labor costs

Reviewed and ordered food inventory while minimizing food costs

Education

High School Diploma

West Grand High School - Kremmling, CO, US

May 2010

Skills

- Customer Experience Improvement Professional Relationships
Inventory Oversight and Adjustment Client Communications
- Order Management System
- Upselling
- E-Commerce
- Zendesk
- Order Fulfillment
- Order Entry
- Quality Assurance