

James O. Tapken

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GRANITE FABRICATION, INSTALLATION & CUSTOMER MANAGEMENT

Digital Templating / Service & Repair / Field Supervision

PERSONAL ATTRIBUTES

High Impact Communication

Ability to articulate effective verbal and written communication strategies. Forged techniques suited to maximize internal and external relationship development through clear and concise communication, polite persistence and diligent follow through.

Customer Satisfaction / Client Relations

Extensive background generating customer satisfaction, exceeding service expectations of builders, homeowners and contractors. Collaborative coordination and support of time management, scheduling efficiencies and timely completion of work. Skilled at maintaining long term customer relationships with builders and other potential clients.

Professional Integrity

Integrity driven, -depth understanding of inventory management, expense control and employee supervision. Self-motivated team player, driven to exceed personal, professional and organizational expectations. Exemplary work ethic, fueled by focused prioritization, reliability and effective time management skills.

Company Leadership

In-depth understanding of inventory management, expense control and employee supervision. Consistently driven to meet or exceed company objectives, market reputation and industry standards. Consistent increased responsibility, training and supervision, overall quality control insight. Innovative leader, with a high degree of self-awareness and personal accountability.

CAREER SUMMARY

COUNTERFIT, INC. – Sacramento, CA

2018 - 2019

Digital Measurement Technician

Regional granite contractor, providing service delivery for National Retail Corp & Builders.

- Primary granite contractor for multiple retail locations of Home Depot, Lowe's, IKEA
- Granite contractor for National & Regional builders, such as: KB Homes, JMC Builders, Woodside Homes
- Operator for LT55 2D/3D digital templating system
- Alternate use of plastic template platform, when appropriate
- Quality control inspections of completed work
- Client/customer service resolution
- Warranty work – customer service repair and satisfaction

CREATIVE DESIGN INTERIORS – Sacramento, CA

2014 – 2017

Field Supervisor, Quality Control & Templating

(acquisition by ilogic, Inc. - a national home contractor resource)

- Service provider for local, regional and national residential homebuilders
- Support field supervision of multiple installation crew(s)
- Operated LT55-2D/3D Digital Templating System
- Customer service response / repair / resolution
- Responsible for Quality Control field Inspections
- Relationship responsibility for building superintendents

BARBOSA CABINETS / GRANITE DIVISION - Lathrop, CA

2011 - 2014

Operator / Edge Profilers

California based cabinet manufacturer, servicing northern CA.

- Assigned to Granite division office
- Operation of Comonduli Synthesis & Velocity specialty edge profilers
- Routine scheduled machine maintenance and upkeep
- Operated automated Penta back splash polisher

CREATIVE TOUCH INTERIORS – Lathrop, CA

2005 –2009

Installation Manager (2007 – 2009)

- Management oversight for 16 install FTE's
- Additional management oversight of measure technicians
- Responsible for staff hire, train, evaluation, disciplinary counsel & termination
- Subcontractor selection, credentialing and management

- Field supervision of install teams
- Field truck maintenance, scheduling and assignment
- Order equipment, tools & supplies
- Inventory control - tracking, reporting & analysis
- Identify, develop & implement systems for improved operational efficiencies
- Quality Control / job inspection
- Primary contact for all field related issues and concerns of Superintendents and install crews
- OSHA compliance safety training protocols lead & monitoring

Fabricator / Polisher (2005 – 2007)

- Lamination, polishing and finishing of granite and quartz solid surfaces
- Hand polishing of sinks & custom edges
- Field helper to installer
- Client / customer daily interaction
- Participate in mandatory OSHA regulated safety meetings and protocols

EDUCATION	St John's Community College – St. Augustine, FL Business Management	1984 - ongoing
	U.S. Navy, Norfolk, VA	1980 – 1984

References available upon request