

Jason Franzen

9826 Lane St Thornton Co 80260 (c)720-645-5560 (E) jrfranzen0284@gmail.com

PROFESSIONAL SUMMARY

- Attention to detail
- Filing and data archiving
- Clerical knowledge
- Professional phone etiquette
- Flexible
- Quick learner
- Data Entry
- Team player
- Great Customer Service

WORK HISTORY

Ardent Mills - 4545 East 64th Ave. Commerce City, CO 80022 September 2019 -February 2020

Elevator Operator

- Elevator maintenance throughout the facility.
- Receiving inbound grain through railroad and trucks.
- Blending to specifications of mill requirements.
- First contact for data entry and customer relations.
- Reliable to work on demand with late hours and shutting down elevator nightly.
- Knowledge of safety protocols and safe food procedures.
 - Lock tag and try etc..

Ardent Mills - 4600 E. 64th Ave. Commerce City, CO 80022 July 2018 - September 2019

Board Lead

- Received inbound wheat grain through trucks and rail cars.
- Sending wheat out via truck and rail cars.
- Customer service. Service calls and service deliveries.
- Building and mechanical maintenance.
- Trusted with minimal supervision.

Facility Lead

Ardent Mills - 1451 Cargill Dr Denver Co 80221

June 2015 - July 2018

- Answered calls per day by addressing customer inquiries, solving problems and providing detailed information.
- Process tickets and send to be billed daily as well as rail and truck outbounds.
- Earned management trust to schedule production hours for myself and team.
- Distributing commodities to correct bins by proteins, destination and the type of wheat.
- Communicated with vendors regarding deliveries made to office and or the plant. Received and documented incoming shipments.
- Politely assisted customers in person and via phone. Also, communicated with upper management regarding employment status/issues.
- Provided an elevated customer experience to generate a loyal clientele.
- Handled daily heavy flow of paperwork and billing/invoicing problems.
- Developed reputation as an efficient service provider with high levels of clients.
- Directed calls to appropriate individuals and department.
- Investigated and resolved customer inquiries and complaints in a timely and empathic manner.
- Efficiently handled bin space, trucks and rail car movement.
- Safety Training qualified. LO/TO qualifications. Confined space entry supervisor.
- Qualified to run a Shuttle wagon.

Ardent Mills (At Omar) - (Temporary Agency, Bliss with Staffing) 4600 E. 64th Ave Commerce City, Co 80022 02/2015 - 06/2015

- Discarded pallets of flour into sifters, dirty and clean feed.
- Cleaned facilities to regulations and in accordance with company policies.

UPS - 5190 Ivy St. Commerce City, CO 80022

12/2014 - 02/2015

- Daily received and distributed multiple destined packages.
- Maintained warehouse regulated duties, ie. packaging and loading trucks.

- Was temporary, but because of my work ethic I was offered an ongoing/full time position which I declined for the position at Ardent Mills.

National Western Stock Show Association

Off and on from 2010 - 2014

- Parking lot attendant/Lead
- The Lead maintained multiple lots.
- Designated brakes.
- Handled/distrbuted money flow.
- Maintained steady traffic stream in and out of multiple lots.
- For different events, coordinated set ups/and breakdowns.

Luchetti Surveying - Instrument Man

2012

- General Labor - pounding hubs/rebar.
- Cleaning/maintaining trucks.
- Setting up and taking down surveying instruments.

Willow's Liquor

2007-2010

- Stocking coolers.
- Customer service/Cashier.
- Opened and closed store daily.
- Received and maintained product with vendors.
- Cleaned and maintained store floor.

EDUCATION

GED - Redrocks Community College - Lakewood Co. - Completed

Attended Westwood College – Denver Co - Construction Managment - Incomplete