

# Jeffrey Zepp

Fort Collins, CO 80525

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Dedicated and innovative individual with superior versatile experience in the customer service industry. Team collaborator effectively working with management to create goals, establish plans, and adjust manpower to keep business flowing smoothly and efficiently. Qualified professional seeking new career advancement in a field I am passionate about. Where I may utilize my knowledge in manufacturing, fabrication, office management and sales. While continuing my education to achieve the highest level of quality and understanding, for myself and the business.

Authorized to work in the US for any employer

## Work Experience

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### **Sales Representative**

Road Runner Sports - Remote

January 2021 to October 2021

- Responsible for providing effective customer service by responding to high-volume inbound calls and emails from customers, by using in-depth knowledge of company products and programs as well as interacting with team members within the department.
- Obtains information and documents each call/email using CRM database and any other approved resources, ensuring proper call handling and follow up as needed.
- Ability to listen to customer needs, make effective recommendations, and apply technical knowledge, generating a proven track record of successful sales.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.

### **CNC Operator**

Varial Surf Technologies - Ventura, CA

May 2020 to January 2021

- CNC Tool, AkuShaper, cuts on all three axis X,Y, Z. With Reversible cutting blade, rotary drill, actuators and suction cups.
- Self oiling mechanisms for hydraulic and mechanical systems. Calibrated each day/order.
- Assemble small to large components with hand and measurement tools to ensure precision cuts.
- Computer literacy and Company Software operations with strict guidelines to follow blueprint.
- Production Coordination with co-workers to ensure efficiency and quality orders.

### **Semiconductor Operator**

Broadcom - Fort Collins, CO

September 2019 to February 2020

- Perform a variety of functions in the production of semiconductor devices such as wafer fabrication, assembly, or test.
- Deposition of metals onto silicon through precise tool operations.
- Produce set-ups and adjustments to equipment or production processes.

- Operate various tools to complete production operations.
- Assist in setting up work stations and follows written or verbal process specifications in completing all assignments.
- Influence or impacts others' priorities, decisions or activities
- Works in a safe manner. Clean room certified
- Maintains high quality of work at all times.
- Quantity of work is sufficient to meet production needs in ownership area.

### **Resource Coordinator; Production Coordinator**

Servpro - Fort Collins, CO

April 2018 to September 2019

- 24/7 Emergency response line, Dispatch, Estimates, Software Assistant across fleet, Handle Insurance Claims with Agents/ Field Adjusters.
- Work closely with Executives, Supervisors, Managers and everyone on the team.
- Audit/Estimate every job in compliance with insurance contracts and customer demands.
- Maintained record of inventory and customer documentation on a vendor database system.
- Analyze all requirements, legislations and scheduling of resources for implementation per job.
- Performed excellent multi-tasking and organizational skills to carry out all objectives every time.

### **Sports Equipment Expert**

Play It Again Sports - Ventura, CA

September 2016 to March 2018

- Responsible for achieving daily and weekly sales goals and inventory needs.
- Inform technical knowledge for customers with specific issues and needs.
- Knowledgeable on many different subjects of sports repairs, assembly, and personal customizations.

### **Assistant Manager of Operations**

Action Factory - Santa Clarita, CA

March 2013 to March 2015

- Manage retail inventory, deliveries, and online orders through Quickbooks and POS.
- Assemble high quality stunt pads, truss and rigging systems for production goals.
- Production Coordination with entire team to ensure the highest quality every time.

## Education

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### **Certification in Drafting and Design**

Grossmont Community College - La Mesa, CA

### **High School Diploma**

West Ranch High School - Stevenson Ranch, CA

## Skills

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- MARKETING (2 years)
- EXCELLENT VERBAL AND WRITTEN COMMUNICATION SKILLS
- EXCEL

- MICROSOFT OFFICE
- Inventory
- Machine Operator
- Microsoft Excel
- Receptionist
- Communications
- Quality Control
- Manufacturing Experience (2 years)
- Computer Skills (10+ years)
- Production Management (4 years)
- Computer Literacy (10+ years)
- Drafting
- Construction Estimating
- Microsoft Word
- Customer service
- Office Management
- AutoCAD
- Restoration Industry Experience
- Quality Inspection
- Bookkeeping
- Calipers
- QuickBooks
- Leadership
- CAD
- CNC
- Blueprint Reading
- Water Damage Restoration
- Revit
- Manufacturing
- Micrometer
- Project management

## Certifications and Licenses

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### **Certificate in Real Estate Practice and Principles**

May 2017 to Present

## Assessments

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### **Manufacturing: Quality Inspection — Proficient**

March 2020

Making precise measurements, reading prints, and making pass/fail decisions.  
Full results: [Proficient](#)

### **Work Style: Reliability — Highly Proficient**

May 2020

Tendency to be dependable and come to work  
Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

October 2020

Responding to customer situations with sensitivity.  
Full results: [Highly Proficient](#)

### **Administrative Assistant/Receptionist — Proficient**

November 2020

Using basic scheduling and organizational skills in an office setting  
Full results: [Proficient](#)

### **Data Entry: Accuracy — Proficient**

October 2020

Entering data quickly and accurately  
Full results: [Proficient](#)

### **Cognitive Ability — Highly Proficient**

March 2020

Combining pieces of information to form general rules or conclusions.  
Full results: [Highly Proficient](#)

### **Mechanical Knowledge — Expert**

May 2020

Understanding and applying mechanical concepts and processes.  
Full results: [Expert](#)

### **Office manager — Proficient**

January 2021

Scheduling and budgeting  
Full results: [Proficient](#)

### **Mechanical knowledge — Highly Proficient**

November 2020

Understanding and applying mechanical concepts and processes  
Full results: [Highly Proficient](#)

### **Work style: Conscientiousness — Highly Proficient**

November 2020

Tendency to be well-organized, rule-abiding, and hard-working  
Full results: [Highly Proficient](#)

## **Administrative support professional fit — Proficient**

December 2021

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

## **Administrative assistant/receptionist — Highly Proficient**

September 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### SKILLS

- Proficient in Microsoft Office, Excel and Xactimate.
- Proven experience as a CNC machinist.
- Ability to establish and maintain friendly and cooperative relations with peers.
- Excellent verbal and written communication skills.
- Knack for working as a team in order to accomplish marketing/production goals.
- Highly effective detail orientation skills.
- Assembly and test qualified.
- Ability to multi-task and prioritize effectively.
- Strong manual dexterity along with hand-eye coordination.