

JOSEPH FONTAINE

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Professional Summary

Adept at leading teams and optimizing operational efficiency, I spearheaded residential installations at CSC ServiceWorks, enhancing route planning and inventory management. With expertise in appliance repair and a knack for exceptional customer service, I consistently delivered quality solutions, training employees and improving service delivery. My technical and leadership skills drive results and exceed employer expectations.

Skills

- Appliance Repair
- Warehouse experience
- Data entry
- Driving
- Hand tools
- Computer software/hardware troubleshooting
- Load/unload trucks
- Leading a team
- Microsoft office
- Box truck experience
- Training new employees
- Customer service
- Technical support

Work History

TEAM LEAD INSTALLER, 10/2023 - 05/2024

CSC ServiceWorks, Denver, CO

Team lead in charge of residential installations of washers and dryers for the Denver area.

- Set routes for drivers in the morning and printed their needed paperwork.
- Kept up with company emails and projects needed from management.
- Organized warehouse and kept inventory on machines in warehouse and out in the field.
- Did repairs and cleaning of washers and dryers as needed when they came back to warehouse, and prepared them for use again with a new customer.
- Delivered and picked up appliances to and from customers homes, ranging from apartments to houses.
- Trained delivery drivers on how to drive company truck, deliver and pick up appliances, and repair appliances.
- Coordinated large semi trucks either picking up or dropping off.
- Assisted the commercial side with deliveries and pick ups of commercial laundry machines from hotels, apartments, and businesses.

MOSQUITO CONTROL TECHNICIAN, 04/2023 - 10/2023

Mosquito Authority, Henderson, CO

Provided Mosquito Control services for northern Colorado.

- Planned route to cover all customers needed to be serviced in a day.
- Drove company truck with needed equipment to job sites.
- Contacted customers to let them know services were about to start and how long until they could go back outside.
- Used company equipment to apply pesticides to required areas to prevent mosquitos.

DELIVERY DRIVER, 03/2022 - 07/2023

Papa John's Pizza, Broomfield, CO

Delivered pizza for Papa John's in Broomfield, Superior, and Firestone CO.

- Did prep work for the mornings preparing the food product we would need for the day.
- Helped on the line to prepare pizzas for the oven.
- Helped work the oven, pulling pizzas out and cutting them.
- Delivered pizzas to customers around the city.
- Helped with closing duties to keep store clean.

APPLIANCE REPAIR TECHNICIAN, 08/2021 - 01/2022

Appliance Factory & Mattress Kingdom, Thornton, CO

Worked in the appliance repair tech training program.

- Delivered appliances from main warehouse to stores around the Denver metro area in a box truck.
- Diagnosed and repaired issues with appliances like washers, dryers, ranges, dishwashers, etc.
- When needed got parts from the parts area or another appliance is bad shape to use the part to fix a good machine.
- Learned how these appliances functioned and what could go wrong or need to be fixed on them.
- Cleaned appliances to make them ready to be sold as a used unit.

PACKAGE HANDLER, 12/2018 - 08/2021

FedEx Ground, Thornton, CO

Worked at the Thornton and Broomfield FedEx ground centers.

- Load and unload the delivery trucks.
- Fixing any jams of packages as they move down the conveyor belt.
- Labeling and re-labeling any packages that may need a new shipping label.
- Utilizing quality assurance methods to repair or replace packaging or labels for packages or locate missing contents.