

# Luke Cross

Loveland, CO 80538

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I am a hard-working team player who wants every shift to be every one's best shift. I understand what needs to be done and will always do the task to the best of my abilities. I am always looking to improve my communication, the ability to think on my toes, and work ethic; so that I will be successful in what ever I do. I enjoy working in a fast-paced environment because every shift offers new challenges to learn from and overcome. Becoming A great employee, someone who management can trust, is my top priority.

Authorized to work in the US for any employer

## Work Experience

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### **Lead Customer Service Representative**

Rubadue Wire - Loveland, CO

October 2022 to Present

- Customer communication via phone and email.
- Working with a variety of people from various departments.
- Entering data into a sales system.
- Time management to work through a variety of inquiries.
- Refining and developing processes.
- Using data to drive decision-making.
- Developing relationships with customers.
- Developing knowledge about customers.
- Selling the quality of products that Rubadue produces.
- Assisting in the hiring and training process.
- Solving a variety of problems conventionally and unconventionally.
- Being a strong representation of the company.

### **Sales and Marketing**

Stewart Title - Fort Collins, CO

September 2021 to October 2022

- Lead generation.
- Setting goals and create plans to reach them.
- Building and maintaining customer relationships.
- Marketing through D2D, social media, and events.
- Promoting the value and quality of our Closers.

### **Sales Representative**

Horn Brothers Roofing - Denver, CO

March 2020 to August 2022

- Selling a variety of high-quality products.
- Marketing D2D and at trade shows.

- Lead generation.
- Quoting new roofing jobs.
- Knowing all details of a roofing job.
- Bidding large business.

### **Server, Manager, Bartender**

Carrabbas Italian Grill - Fort Col

July 2017 to February 2020

- Setting goals for employees and business.
- Handling problems both internal and external.
- Hiring and training new employees.
- Ensuring quality of service and food.
- Setting goals for employees and business.
- Keeping the business running in an orderly manner.
- Servicing a large group of tables in a short amount of time.

## Education

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### **Associate in Associates of Arts**

Front Range Community College - Fort Collins, CO

September 2017 to March 2018

### **None in Education**

Morningside College - Sioux City, IA

August 2016 to March 2017

### **High school diploma**

Resurrection Christian High School - Loveland, CO

August 2012 to May 2016

## Skills

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- Cash Handling (3 years)
- Market Research
- Sports Coaching
- Business Development
- Salesforce
- Account Management
- Bartending
- Customer service (8 years)
- CRM Software
- Outside Sales
- Management (4 years)
- Bartending
- Sales

- B2B sales
- Account management
- CRM software
- Leadership
- Cash handling
- Cash register
- Conflict management
- Business development
- Salesforce
- Serving
- Restaurant experience
- Restaurant management
- Marketing
- Continuous improvement
- Outside sales
- Supervising experience
- Project management
- Windows
- Analysis skills
- Research
- Sports coaching
- ERP systems
- Computer skills
- Communication skills
- Organizational skills
- Writing skills
- Microsoft Powerpoint
- Microsoft Word
- Childcare
- Microsoft Excel
- Microsoft Access
- Microsoft Outlook
- Microsoft Office
- Quantitative analysis
- Google Docs
- Administrative experience
- Time management
- Mentoring
- Customer retention
- Digital marketing

- Hospitality
- Employee orientation
- Budgeting
- Negotiation
- Word processing
- Computer literacy
- B2B
- Customer relationship management
- Typing
- Event planning
- Training & development
- Manufacturing
- Relationship management
- OpenTable
- POS
- AI
- Payroll

## Certifications and Licenses

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### **First Aid Certification**

### **CPR Certification**

### **Q4 Leadership**

Leaders learn a flexible framework for identifying and adapting effective leadership behaviors while gaining self-awareness and skills to engage, involve, and influence others.