

# Max Hartley

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Authorized to work in the US for any employer

Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with a strong background in cultivating positive relationships and exceeding goals. Willing to take on any task to support the team and help the business succeed, dependable and always seeking opportunities to expand skills and contribute to company success. Considered hardworking, ethical, and detail-oriented.

## Work Experience

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### **Customer Service Representative**

OtterBox - Fort Collins, CO  
November 2023 to March 2024

#### CONTRACT JOB

- Handled customers warranties
- Places over the phone orders for customers
- Answered questions and concerns

### **Dispatch/Delivery Driver**

NAPA Auto Parts - Windsor, CO  
February 2023 to September 2023

- Dispatch drivers for part delivery
- Delivery and shuttle from Windsor to berthoud and back.
- Did stock and returns.

### **Mechanical Assembler**

Woodward, Inc - Fort Collins, CO  
October 2022 to January 2023

#### CONTRACT JOB

- Tested and assembled stow tubes for Boeing 777 & 737, worked with pallet jacks, overhead crane systems, high- pressure test benches, etching system.
- Documented actions by completing quality checklists.
- Marked pieces with identifying information using engraving and etching machines.
- Reworked and repaired assembled equipment and products according to engineering specification changes.
- Interpreted detailed mechanical prints, schematics, processes and procedures to assemble parts and components.
- Performed quality work checks to enable products to meet defined quality standards.
- Identified product deficits and communicated defects to supervisor for remediation.

## **Automotive Technician**

Valvoline Instant Oil Change - Windsor, CO

March 2022 to August 2022

- Provided excellent customer service, answered questions, answered calls
- Worked topside ( check fluids, air filters, oil & oil filter, radiator flushes, transmission flush, AC recharge.)
- Trainer: trained new hires
- Completed service orders detailing required work and parts.
- Adhered to established safety regulations and company requirements for personal protective equipment.
- Performed vehicle maintenance and repair orders according to company service standards.
- Verified secure installation and proper function of systems and components.
- Communicated concerns to alert co-workers of potential hazards and maneuvers requiring coordination.
- Provided superior service by communicating with customers about estimated charges and needed repairs.

## **Technical Support**

Rise Broadband - Loveland, CO

February 2018 to January 2021

- Help customers with internet connection issues and scheduled on site technician services.
- Diagnosed and resolved technical hardware and software issues.
- Recorded customer issues on database to streamline process and fastrack resolutions.
- Resolved most calls with first contact and escalated remaining calls to appropriate personnel for swift handling.
- Guided calls using excellent communication skills and decisive approach.
- Guided users through step-by-step solutions following pre-determined scripts and technical troubleshooting procedures.

## **Technical Support Representative**

TiVo - Fort Collins, CO

January 2014 to January 2016

- Helped customers with TiVo device related issues
- Top/lead technical support agent
- Accommodated wide-ranging customer experience levels by adjusting technical support strategies.
- Guided users through step-by-step solutions following pre-determined scripts and technical troubleshooting procedures.
- Identified and resolved issues using software and hardware.
- Guided users with troubleshooting using diagnostic tools.
- Diagnosed and resolved technical hardware and software issues.
- Resolved most calls with first contact and escalated remaining calls to appropriate personnel for swift handling.
- Recorded customer issues on database to streamline process and fastrack resolutions.
- Maintained detailed records of fulfillment actions and processing of support agreements.
- Guided calls using excellent communication skills and decisive approach.

## **Customer Service Representative**

Press-One Customer Care - Fort Collins, CO

January 2012 to January 2014

- Helped customers with their news paper subscriptions and deliveries

- Team lead/supervisor of 10 agents.
- Met personal, team and company goals in customer service environment.
- Followed up with customers to offer additional support and check resolution satisfaction.
- Collaborated with colleagues and co-workers to deliver quality customer experience.
- Anticipated needs and resolved problems to keep customers happy.
- Built trusting relationship with customers to better understand needs.
- Delivered fast and friendly service to handle questions and service complaints.
- Managed customer calls efficiently in fast-paced call center environment.
- Enhanced customer satisfaction with fast, knowledgeable service.
- Handled customer inquiries, payments and service requests.
- Addressed and resolved customer concerns and complaints.
- Referred unresolved customer grievances to designated departments for further investigation.

## Education

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### **Bachelor of Science (B.S.) in Business Management Current**

Southern New Hampshire University - Remote

November 2021 to Present

### **Certificate in ASE Automotive**

Clearfield job corpse - Clearfield, UT

September 2010 to November 2011

### **High school diploma**

Poudre High School - Fort Collins, CO

2007 to March 2009

## Skills

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- Automotive repair
- Customer service
- Leadership
- Management
- Automotive Diagnostics
- Vehicle maintenance
- Mechanical knowledge
- Communication skills
- English
- VPN
- IT support
- Supervising experience
- Service writing
- Automotive service
- Phone etiquette

- Customer support
- Computer skills
- Technical support
- Mechanic experience

## Certifications and Licenses

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### **Driver's License**

### **ASE Certification**

### **ASE Master Automotive Technician Certification**

## Assessments

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### **Automotive maintenance — Proficient**

October 2022

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Proficient](#)

### **Customer service — Proficient**

November 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

January 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Attention to detail — Proficient**

October 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Call center customer service — Proficient**

January 2024

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

### **Working with MS Word documents — Proficient**

February 2024

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

### **Mechanical knowledge — Proficient**

February 2024

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

August 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Scheduling — Proficient**

October 2023

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

### **Basic computer skills — Proficient**

February 2024

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

### **Sales skills — Proficient**

February 2024

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

February 2024

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Retail customer service — Proficient**

October 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

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