

Michael A. Black

2100 West 100th Avenue #410, Thornton, Colorado, 80260
Cell: 720-261-2785 // Email: spbmiketoo@gmail.com

OBJECTIVE

I am a production / customer service professional looking for an opportunity which best fits my 20 years experience across both production and service industries.

SKILLS

Dependable	Trouble Shooting	Kiltel Software
Attention to Detail	Basic Maintenance	Microsoft Word
Problem Solving	Process Control	Microsoft Outlook
Interpersonal Communication	Quality Control	Microsoft Excel
Follow Through	MSSC Certified Production Tech	Google/Chrome/Safari

EXPERIENCE

CoorsTek (July 2016-June 2022) Kiln Technician II
Golden, Colorado

- Meticulous care of product in and out of kilns to ensure quality
- Coordination of J.I.T. product delivery
- Loading and unloading kilns
- Forklift Operator
- Use of computerized kilns (Kiltel Software)
- Troubleshooting of Tier 1 mechanical issue related to kilns
- Consistently met individual and team production goals
- Coordination with QA and Safety Teams
- Member of the Safety Team that identified and offered solutions for safety issues company wide

PDS Construction (December 2015-July 2016) Carpenter Apprentice
Longmont, Colorado

- Framing
- Interior trim
- Hanging doors

RMD Signs (June 2009-November 2015) Senior Customer Service Representative
Englewood, Colorado

- Communicated via email, phone and in person with customers
- Designed and sold real estate yard signs and accessories
- Resolved customer complaints and provided timely solutions
- Inventory management
- Covered other departments as needed including: Sign Installation and Removal; Assembly; and Production
- Trained new hires across 4 departments

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EDUCATION

Pomona High School	Diploma	1988
Red Rocks Community College	General Studies	1990
Forklift Certified		2018
MSSC Certified Production Tech		2020