

Michael Roberts

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SKILLS

HVAC
HTML
CSS
Layout Design
Print Design
Logo Design
Project Management
Landscaping
Health Insurance Terminology
Health Insurance Claims
Quality Support
Logistics

SOFTWARE

Adobe Illustrator
Adobe InDesign
Adobe Photoshop
Adobe After Effect
Adobe Premiere
Adobe Dreamweaver
Microsoft Word
Microsoft Excel
Microsoft PowerPoint

ABOUT ME

A creative, hands-on professional with expertise in graphic design, project management, HVAC technology, purchasing and landscaping.

EDUCATION

DIPLOMA IN WEB DESIGN ■ 2009 - 2011
ANTHEM INSTITUTE
GPA: 3.64

EMPLOYMENT

QUALITY SUPPORT LEAD at Pioneer Landscape Centers

Highlands Ranch, CO ■ 2020 - September 2023

- + Resolved customer complaints regarding service and product quality for 34 stores.
- + Plotted logistics for deliveries and/or repairs due to damaged caused by our drivers.
- + Communicated with insurance companies to settle claims.
- + Inspected material for installation errors or defects.
- + Identified quality issues and takes corrective actions.

PROCUREMENT SPECIALIST at 210 Homebuyer's Warranty

Aurora, CO ■ 2018 - 2019

- + Reviews and completes daily assigned BOMs (Bill of Materials) in two trades of HVAC, Appliance or Water Heaters effectively.
- + Researches and selects appropriate product(s) to be ordered from the most cost-effective supplier utilizing contractor designated preferred suppliers first.
- + Complete order confirmations with suppliers and provides notes documenting the details of the order status and ETA.

GRAPHIC DESIGN CONSULTANT at Mr. Everything Media

Newark, NJ ■ 2009 - current

- + Developed design deliverables that elevated, differentiated and functioned on-brand and on-strategy.
- + Translated complex concepts and data into compelling visuals for media outreach.
- + Maintained consistent use of graphic imagery in materials and other marketing outreach.

CLAIM EXAMINER at HORIZON BCBS/AEROTEK (temp)
Newark, NJ ■ 2010 - 2011

- + Processed institutional, professional, and prescription claims on Horizon's internal claim systems; NASCO and Q-Blue.

- + Monitored production schedules while adhering to assigned budgets.
- + Reviewed, examined and resolved complex pending claims and system messages.