

# Michael Thompson

Longmont, CO 80504

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I am currently looking for a position in an environment that offers a greater challenge that will utilize my exceptional leadership, communication, and customer service skills to help the company advance efficiently and productively.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

OtterBox - Firestone, CO

May 2015 to September 2017

OtterBox

Customer Service Representative

Assisted customer with needs for both the Otterbox and Lifeproof brands. Maintained adherence level of 96% efficiency, quality scores, and sales scores that were well above average. On several occasions was my team MVP. Helped with implementation of new product training.

Kelly Services

Woodworking Machine Operator, Temp

Started machine, adjusted controls, and moved lever or depressed pedal to bore, shape, smooth, shave, chip, slice or cut woodstock. Re-adjusted and re-aligned guides of sanding, cutting, or boring machines to correct defects in finished product, using hand tools. Installed and adjusted blades, cutterheads, boring-bits, or sanding-belts in machines, according to workpiece, machine function, and specifications, using hand tools. Selected knives, blades, cutterheads, boring-bits, or sanding-belts, machine function, and specifications. Placed or secured woodstock against guide or into holding-device prior to feeding into machine. Examines finished work piece for smoothness, shape, angle, depth-of-cut and conformity to specifications, visually and using hands, rule, or other gauges. Examined raw woodstock for defects and to ensure conformity to size and other specification standards. Examined rollers, sanding-belts, knives, cutting or boring devices, and conveyor mechanisms and sharpens or replaces worn parts, using hand tools. Cleaned machines, work-station, or conveyor, using air hose, wax, solvents, brushes and rags. Marked or otherwise identified, completed and inspected workpiece. Hand-stacked on pallet to remove part or product from work-station.

Lucky's Market

Store Support

Cleaned building floors by sweeping, mopping, scrubbing, or vacuuming them. Gathered and emptied trash. Serviced, cleaned, and supplied restrooms. Cleaned and polished furniture and fixtures. Cleaned windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees. Mixed water and detergents or acids in containers to prepare cleaning solutions, according to specifications. Mopped floors manually. Followed procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors and fixtures. Used hand and power equipment

to remove and clear debris from grounds. Notified managers concerning the need for major repairs or additions to building operating systems. Removed snow from sidewalks, driveways, and parking areas, using snow shovels, and spread snow melting chemicals. Requisition supplies and equipment needed for cleaning and maintenance duties. Set-up, arranged, and removed decorations, tables, chairs, ladders, and scaffolding to prepare facilities for events such as banquets and meetings.

#### CCI

##### Apple Customer Service Support, Temp

Handled questions via the telephone addressing both hardware and software related issues. Reported and escalated issues through the appropriate channels. Effectively communicated information with team members and customers alike. Diagnosed and provided a path to resolving data service inquiries related to GPRS/EDGE, Wi-Fi and Bluetooth wireless technologies. Proactively identified ways to avoid recurrence of customer issues by regularly improving the processes, reviewing technical articles, and recommending changes. Interfaced with local team management and internal and external partners. Multitasked through multiple systems while troubleshooting with customers. Accurately logged all interactions via Apples CRM system. Achieved call center metrics including above average handle time, customer availability as well as schedule adherence and conformance. Performed additional responsibility as business needs dictate.

#### Silver Mine Subs

##### Delivery Driver

Performed pre-trip examination of vehicle. Packed food and related products and deliver to customer's premises. Collected cash and coupons from customers and receive signature with necessary verification of ID from credit card account. Drive personal owned vehicle to deliver customer orders in time. Documented and kept record of information on pick-ups and deliveries, automobile mileage, fuel costs and any problems encountered. Communicated with store by means of cellular telephone. Prepared a number of products, washed dishes, swept floors, carried out closing tasks to company standards.

#### Intrado

##### Incident Administrator

Provided a variety of facilitation and administrative support functions for planned maintenance (event) and unplanned maintenance (incident); scheduled and processed planned events; provided incident and event commanders with support as needed i.e. paging, on-call list navigation, etc; maintained documents and timelines of all technical elements and conversations during incidents, events, and system changes; prepared and distributed event and incident reports; scheduled and documented post-incident review meetings; participated in the activities associated with a variety of departmental projects including prepared reports, materials, documentation, and coordinated tasks; established a good working relationship with team members and department contacts in order to maintain and continuously strive to improve the level of overall service being provided.

#### Pharmerica

##### Pharmacy Adjudicator

Verified information to ensure accurate processing and resolve potential clinical and non-clinical issues for contacting payers and other outside agencies. Identified and proactively resolved denied claims prior to medication delivery, working with insurance companies, Medicaid, nursing facilities and family members to ensure minimal loss of non-reimbursed inventory. Working knowledge of

multiple billing programs, such as ITS; Insurance overrides; Customer service by answering incoming calls and following up as needed. Preparing and process refund batches for approval. Setting and resolving action dates; Statement of charges and courtesy filing; Entering billing and collection notes; Full credit process; Changing resident's hierarchies; Running daily reports and queries; Verifying Medicaid eligibility; Reversing of manual variances and payments; Worked cash batches; Created training sheets for new employees using several programs such as; Excel and Microsoft word; Became a small group leader per management request and took on several more tasks such as; goal setting, created, presented, and implemented monthly motivational idea for entire team, conducted team meetings, organized and helped management by creating a calendar and maintained it on a weekly basis, problem solved for entire team, and assisted team by helping other pharmacies obtain goal and preserve POS. Various other job duties.

## Additional Information

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Knowledge of computer programs: Word, Excel, PowerPoint, Outlook, OSX, iOS 7, Internet Explorer, Firefox, Chrome, Windows XP, 2007 and 2010. Motivated, personable, and professional with skills in providing quality service to customers through accuracy and attention to detail. Talent for quickly adapting to unexpected changes in work demands as well as changes in environment. History of producing accurate, timely work while meeting daily, weekly, and monthly commitments. Excels in customer service skills for internal and external customers. Self-starter although having the ability to work comfortably and enthusiastically in a team environment to ensure the team is successful.