

Nicholas Golding

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Authorized to work in the US for any employer

Work Experience

Customer Service Representative, Production Lead

Denver Rubber Company - Denver, CO

July 2010 to August 2019

Receiving and entering customer purchase orders

- Verifying PO dates, Part Numbers, Order Quantities, Pricing and Delivery Dates with Customer via Email or Phone Call.
- Updating Customer Account Information
- Maintaining Order Status Report
- Maintaining On-Time Shipment Report
- Contacting Customers for Will Call order fulfillment
- Servicing Walk-In Customers
- Contacting Customers with Order Status updates
- Running Credit Cards
- Conducting Customer Service Satisfaction Surveys Bi-Annually
- Running office errands and delivering Expedited Orders to local customers.
- Producing labels for inventory
- Maintaining proficient product knowledge of industrial sheet rubber and hoses
- Maintaining Customer Relations and Building Report

Systems and Programs Used:

- Microsoft Office
- Microsoft Excel
- Sharepoint
- Microsoft Word
- Converge
- Sage BusinessWorks 2015

Packaging and shipping orders to customers and suppliers/vendors

- Receiving inbound shipments
- Scheduling Freight Outbound shipments
- Operating Forklift
- Loading/Unloading Freight Trailers
- Contacting Logistics Companies with outbound shipping specifications and scheduling
- Generating Bill of Ladings for freight companies selected for outbound shipment
- Staging orders for local deliveries
- Delivering orders to local customer facilities and jobsites

Shipping Systems used:

- UPS World Ship
- FedEx Ship Manager
- Coordinating workflow/order production flow
- Inventory Control
- Inspecting/Signature of Approval on first piece builds for production technicians
- Preparing components for hydraulic hose and vacuum related order builds

- Maintenance of Hose Production Shop machinery, tooling, and equipment
- Producing parts for orders(mainly hydraulic, pneumatic, and vacuum hose assemblies)
- producing lead restricted builds and prototyping builds
- Pressure and Vacuum Testing of hose builds (when applicable)
- Using digital calipers for hose crimp measurements
- Thread sealing of hose pipe thread fittings

Machine Experience:

- Marken automatic Hose Saw
- Custom Crimper CC38
- ThreadTaper by Federal Process
- Synflex hose swagger machine

Barista/Cashier

Panera Bread - Aurora, CO
November 2009 to April 2010

Assisting Customers with their orders, pulling bakery items for orders, maintaining a clean work area, making espresso drinks and smoothies, rotating stock, checking temperatures of food items, assisting kitchen staff with food prep, maintaining clean dining area, washing dishes.

Financial Care Representative

T-Mobile - Thornton, CO
October 2008 to June 2009

Collecting payment for past due accounts, setting up payment arrangements, explanation of billing charges, updating billing account info.

Education

High school or equivalent in General Studies

Thornton High School - Thornton, CO
August 2001 to June 2005

Skills

- CSR
- Customer Care (4 years)
- Customer Service (4 years)

- Customer Support (4 years)
- Production Lead (3 years)
- Production Technician (7 years)
- Calipers
- Barista Experience
- Order Fulfillment