

Nicholas Maes

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Reliable worker with a background in conducting restoration activities on various buildings that have been damaged by fire, mold, water, and weather. Adept at performing water extraction, floor drying, mildew and mold remediation, and decontamination. An excellent communicator with great time management and customer service skills.

Personable and dedicated employee with extensive experience. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

*Forklift Certified

Work Experience

Doordash Driver

DoorDash - Denver, CO

February 2022 to Present

Pick up and deliver orders to customers. Various restaurants across Denver metro area.

Senior credit executive

360 Credit Consulting - Broomfield, CO

February 2022 to June 2023

I worked with clients across the country assessing and building basic or more complex disputes to help put them in a position to be successful when it is time for them to buy a home. I did have some sales as well doing this as we would pitch the program to current clients to see if they had friends or family that would benefit.

Lawn Care Specialist

Fit Turf, Inc. - Denver, CO

June 2021 to February 2022

I would take a work truck to various homes throughout the day and perform the necessary maintenance requirements on what lawn I was currently working! Pest control, weed removal! Spoke with clients about potential upscale opportunities and met the necessary requirements for sales on average!

Senior Credit Advisor

National Credit Care - Westminster, CO

November 2020 to June 2021

1. Take inbound calls from current clients
2. Go over in depth analysis of credit
3. Give recommendations on what they can do to better there financial future
4. Call outbound on leads I receive from current clients

5. Enroll leads into clients and sell them on service
6. Take calls from clients who wanted to cancel and convince them to stay with program
7. Call clients who missed a payment to make payment and get new payment method on file.
8. Speak with clients across country

Assembler

Altec Industries - Broomfield, CO
December 2019 to November 2020

I assemble all products that are due up on the line. The products I build go into a machine that keeps the phone lines dry. I build compressors, Desiccant dryers, water filters, etc. I also keep an idea on what needs to be Re-stocked and what parts need to be replaced.

Mechanic

Aerotek - Denver, CO
July 2019 to October 2019

Tracked inventory, conducted cycle counts and audits and resolved issues to maintain accurate records. Examined incoming shipments to verify quantity and quality, returning unacceptable shipments to suppliers for refunds or replacement. Demonstrated great teamwork skills with staff members involved in production and transport. Carried out duties within fast-paced retail environment, providing organized stocking methods and plans. Monitored work areas for cleanliness and obstacles, moving cartons and boxes to keep all aisles free of clutter for ease of movement. Operated forklift to elevate or place merchandise in appropriate areas. Inspected and repaired vehicles and emergency equipment to maintain effective mechanical usage. Inspected machines before and after use to ensure performance. Provided top quality control to eliminate maintenance downtime. Performed routine checks on machines and identified any possible problems. Identified maintenance issues and notified mechanics to schedule repair work.

Pest Control Technician

Armor Pest Defense - Denver, CO
January 2018 to October 2019

Mixed chemicals based on property and climate conditions to deliver optimal elimination and prevention efficiency. Determined extent of damage to property and structures, as well as optimal methods of remediation. Identified infestations and isolated sources with physical inspections of premises. Used brooms and rakes to remove debris and enhance effectiveness of chemical applications. Calculated fumigant and chemical applications requirements based on size of building and exterior footprint. Estimated costs, collected payments and issued receipts to keep financial and client account accurate. Set mechanical traps, baits and glue boards to remove pests from interior areas. Inspected facilities to determine infestation source and appropriate treatment.

Attended workshops and seminars hosted by the employer to keep current on methods regarding pest control.

Inspected homes for termites for free to increase company exposure and business leads.

Demonstrated in-depth product knowledge such as accurate service pricing and promotional offers.

Recognized for consistent quality service and efficiency.

Checked all areas of structures to determine the damage and provided key information to the customer.

Followed all company protocols when applying pesticides on the inside and outside of structures.

Evaluated sites such as wall and roof porosity and possible areas of pest invasion.

Identified pest issues, placed traps and bait and remove dead pests after extermination.

Suggested natural pesticides that would eliminate less harmful pests including pantry moths, fruit flies and stink bugs.

Detailed every job in well-written report, pointing out sanitation and structural issues that could result in pest activity.

Determined which method of elimination would be the most effective depending upon the type of pest and degree of infestation.

Met with customers at residences and places of business to check on pest and rodent situations.

Strictly adhered to all safety procedures when applying pesticides to reduce exposure to people and animals.

Maintained knowledge and adhered to state rules and regulations.

Quickly responded to customer phone calls and emails in an effort to maximize service and improve rates of retention.

Explained and reviewed service agreements with customers to cultivate understanding and customer satisfaction.

Utilized appropriate protective gear and equipment during application.

Determined costs involved for treatment services and delivered estimates to customers.

Tower Operator

Coors Distributing Company - Denver, CO

February 2019 to July 2019

Inspected packaging for conformance to regulations and customer requirements.

Promoted worksite safety by identifying hazards and reporting or correcting immediately.

Recognized and reported defective material and equipment.

Loaded and unloaded items from machines and conveyors.

Moved items between machines, conveyors and transport equipment based on current production needs.

Volunteered to take on additional shifts during peak periods to keep projects with tight deadlines moving forward.

Loaded merchandise onto conveyors according to product demand.

Warehouse Worker

Molecular Products Inc - Louisville, CO

October 2018 to February 2019

Used company tracking system to locate and pick merchandise to fulfill

daily customer orders.
Operated hand trucks, forklifts and scissor lifts.
Built and packaged products to complete daily work orders.
Completed product assembly according to standardized procedures.
Reviewed project specifications, identifying and remedying potential issues that could result in development delays.
Inspected finished products for quality and adherence to customer specifications.

Lead Restoration Technician

Delta Disaster Services - Arvada, CO
April 2017 to January 2018

Cleaned carpet, upholstery, floors, walls, ceilings, draperies windows and room accessories to remove the effects of smoke and water damage.
Provided restoration services for structures that have been damaged by fire, mold, water, and weather.
Inspected completed restoration to ensure conformance to standards.
Verified moisture presence and sprayed and fogged upholstery, carpets, and accessories with fabric conditioners and protectors.
Placed fans and dehumidifiers in strategic room locations to remove moisture from carpet, air, and upholstery.
Fabricated missing or broken parts to restore items to original appearance and mitigate further deterioration.
Identified repair needs and executed optimal strategies to avoid damaging financially and culturally valuable pieces.
Verified that machine setups conformed to specs.
Reviewed work orders and communicated with prior shift to assess work needs for day.
Assisted in management of business operations by maintaining records and files, preparing cost and inventory reports, and ordering supplies.
Completed all repairs and maintenance work to company standards.
Kept supervisor informed of job progress and material requirements
Achieved revenue objective by implementing cost-cutting measures.
Processed work orders and prioritized jobs.
Used hand tools to mount, install, and secure tools.
Used measuring instruments to inspect parts.
Planned work and determined appropriate tools and equipment.
Reduced downtime during production by maintaining equipment and reducing unnecessary maintenance.
Led team of 3 to perform restoration duties to homes with; fire damage, water damage, and mold damage.
Reviewed project drawings to perform installation activities according to specifications.
Ensured customer satisfaction by providing highest quality of products by ensuring all equipment was properly installed and working correctly.
Repaired and contained kitchen equipment at designated restaurants to ensure restaurants were safe and functional.
Managed work with little supervision.
Exceeded customer product expectations by maintaining equipment to product quality products.

Worked overtime, including evenings and weekends, to respond to emergencies and fix unsafe conditions.

Responsible for promoting safe and clean working environment.

General Laborer

Denver, CO

August 2014 to April 2017

Removed debris and swept areas to maintain safe, clean work environment.

Sustained safety protocols by observing proper and safe usage of equipment and materials.

Supplied tools and equipment to workers.

Collaborated with fellow team members to complete tasks and meet tight project deadlines.

Loaded trucks with supplies and materials at start of shift to transport to job site.

Improved project completion time, multi-tasking on heavy equipment, including forklifts.

Provided top project quality control to eliminate downtime and maximize revenue.

Reported safety violations to supervisor immediately to mitigate risks and accidents.

Operated forklift to move boxes from pallets to storage areas of warehouse.

Ensured safety protocols were followed by promoting appropriate utilization of materials.

Education

High school diploma

Thornton High School - Thornton, CO

2014

Skills

- Safety procedures
- Remediation
- Quality control
- Assembly
- Forklift
- Assembly line
- Manual labor
- Production line
- Shipping
- Shipping and receiving
- Mechanical aptitude
- Truck maintenance
- Hazardous materials

- Maintenance
- Osha
- Customer service
- Team player
- Regulatory compliance
- Process improvements
- Training
- Restoration Industry Experience
- Restoration
- Fire Restoration
- Water Damage Restoration
- Pest Control
- Mold Remediation
- Salesforce (1 year)
- Ring central (1 year)
- 8x8 (1 year)
- Sales
- Cold calling
- Microsoft Office

Certifications and Licenses

Drivers License

Forklift Certified

Additional Information

SKILLS

Shipping and receiving Customer service experience
 Safety procedures Hazardous materials
 Safety protocol Team player
 Quality control Establishing goals and setting
 Standard operating procedures priorities
 understanding OSHA regulatory compliance
 Materials handling Solid independent worker
 Process improvements Computer literate
 Forklift driving Group environments
 Timely project completion Dependable independent worker
 Deadline driven Strong work ethic
 Water damage assignments Customer service skills
 Company truck maintenance High school diploma
 Mold remediation Production line/assembly line

Large restoration projects forklift experience
Fire assignments Solid communication skills
Excellent plan comprehension Power tools
Basic math skills Organizational strengths
Troubleshooting Good mechanical aptitude
Good at following instructions Manual labor skills
Good verbal/written Direct labor crew training
communication skills Strong interpersonal skills