



NORMAN HAACK

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PROFESSIONAL SUMMARY

- ***Energetic moving professional able to handle heavy loads and exceed customer expectations. Manage deliveries across -area with efficiency and dedication to customer satisfaction. Load and unload products smoothly while maintaining safety standards and minimizing damage risks.***
- ***Dedicated industry professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.***
- ***Reliable team member with strong background in equipment operation and maintenance. Move loads quickly to meet targets and support team needs. Keep work areas clean, neat and free of safety hazards.***
- ***Talented skilled at completing daily assignments and contributing to team success. Always willing to take on any task. Adapts quickly to new needs and policies.***
- ***Motivated skilled at meeting customer needs with expert support. Stay on top of demands in fast-paced environments by effectively using slow periods. Maintain organized, clean and safe work areas with diligent attention to important details.***

SKILLS

- Dock work
- Load inspection
- Shipment unpacking
- Equipment operation
- Heavy equipment operation
- Decision making
- Forklift operation
- Customer relations
- Vehicle maintenance
- Inventory organization
- Inventory reporting

EXPERIENCE

Furniture Mover

April 2009 - June 2017

All My Sons Moving & Storage | Aurora, Colorado

- ***Helped customers with disposal of old items by removing furniture and appliances from locations.***
- ***Unpacked goods at final locations under direction of customers.***
- ***Assisted customers with diverse moving needs by packing, documenting, and securing furniture and belongings.***

- ***Contributed to effective customer service with immediate and detailed damage reports.***
- ***Achieved complete customer satisfaction with careful handling of everyday needs, special projects, and individual concerns.***
- ***Secured loads from shifting and damage with padding, wrapping, and bracing.***
- ***Kept all areas clean, organized and in line with company professional standards.***
- ***Developed and maintained productive internal and external relationships.***
- ***Worked effectively with diverse team to accomplish daily objectives and meet long-term goals.***

Maintenance Worker

February 2007 - January 2009

Pilot Travel Centers | Denver, Colorado

- ***Kept buildings clean and well-maintained for everyday use.***
- ***Performed general upkeep, including repairing structural problems, painting surfaces and polishing floors.***
- ***Maintained building grounds with skilled landscaping and debris removal.***
- ***Organized and coordinated work for 7 to 10 team members.***
- ***Kept all areas clean, organized and in line with company professional standards.***
- ***Maintained presentable public areas by quickly cleaning up spills.***
- ***Prepared correct cleaning solutions by following specifications for water, detergents and acids.***
- ***Minimized trash buildup with daily attention to every receptacle.***
- ***Approached and solved work problems with initiative and knowledge of [Type] operations.***
- ***Served customers by going above-and-beyond to offer exceptional support for all needs.***
- ***Supported development of students, new staff, and colleagues.***

EDUCATION

Diploma

May 2006

Adams City High School, Commerce City, Colorado