

# Dan Ochs

CONFLICT RESOLUTION • QUALITY AND PRODUCTON EXCELLENCE • MAXIMIZING EFFICIENCY

## Qualifications Summary

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- Extremely driven and detailed oriented individual with a proven record of superior service and product sales increase
- Leader with a high level of integrity that demonstrates a “no bar is too high” attitude
- Creative problem solver with a logical approach and focus on outstanding customer service
- Excellent at multitasking while keeping a focus on assignments of top priority

## Technical Skills

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- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Technical savvy, quick to learn any new software
- Excellent phone etiquette and office skills

## Professional Experience

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### **Food Server**

*Chili's – Louisville, CO (October 2012-Present)*

- Provided customers with a pleasant dining experience and quality service, evidenced by regular patrons asking to sit in my section
- Took food orders, accurately communicated orders to the kitchen and ensured prompt delivery
- Excellent at multitasking – Taking care of up to seven tables at a time

### **Administrative Assistant**

*Uzumei - San Diego, CA (March 2011-August 2012)*

- Maintained files and inventory
- Answered phones and scheduled appointments
- Packed and shipped inventory to clients

1013 Turnberry Circle, Louisville, CO 80027

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(303) 507-3203

## Call Center Specialist

*Covance - San Diego, CA (Oct 2010-January 2011)*

- Made outbound calls to insurance companies to verify policy coverage for patient medication
- Documented information and relayed outcome results to the requestor
- Required excellence in multitasking – Entering data and navigating records while on phone with clients
- Always maintained top production while never sacrificing quality

## Financial Specialist

*Community Financial Credit Union – Broomfield, CO (November 2009 to October 2010)*

- Handled various financial transactions and provided account maintenance
- Informed members of new products and offered advice on the best fit for their situation
- Balanced personal drawer, ATM and vault on a daily basis
- Actively participated in weekly meetings to improve member service

## Education

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- Colorado Film School
- Front Range Community College
- Centaurus High School (graduated with a GPA of 3.7 out of 4.0)

## Job related skills and accomplishments

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- Recognized as one of the top five producers for cases closed at Covance Market Access
- Received a \$100 bonus for outstanding performance at Community Financial Credit Union
- Consistently generated the highest number of mortgage and auto loan referrals at Community Financial Credit Union

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