

OWEN CUE

Fort Collins, CO 80524

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I am a graduate of the University of Northern Iowa (UNI). I received my first Bachelor's Degree in Spanish at UNI in 2013, and I received a second Bachelor's Degree in Economics at UNI in 2015. I have worked in many different roles at several companies, and I am currently searching for employment

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Custodian

Job Store Staffing - Fort Collins, CO

December 2022 to February 2023

- Clean bedrooms, bathrooms, living rooms, and other areas of Colorado State University student apartments and dormitories
- Take out the trash

Hourly Employee

Taco John's - Fort Collins, CO

December 2022 to February 2023

- Prepare food
- Make food
- Do the dishes
- Clean tables and take out the trash

Custodian / Assembly Line Worker

Job Store Staffing - Aurora, CO

August 2022 to October 2022

- Worked as a custodian, taking out the trash, cleaning surfaces, sweeping and mopping floors
- Worked as a warehouse associate, folding and stacking shirts on an assembly line

08/05/2022 - 10/03/2022

Assembly Line / Lab Assistant / Sanitation

Primesource Staffing - Longmont, CO

June 2022 to August 2022

06/04/2022 - 08/25/2022

- Worked on an assembly line, making boxes and folding products and assembling products by hand
- Worked as a lab assistant dumping chemicals and cleaning the lab and performing routine tests
- Washed pans, swept and mopped the floors, discarded trash

Office Clerk / Agent Care Administrator

Robert Half International - Des Moines, IA

June 2021 to August 2021

- Use a computer with Windows 10 and a variety of software applications and information systems to perform work
- Enter data and input information
- Verify signatures and information
- Review documents and forms
- Review background reports related to an individual's credit and criminal history
- Create, prepare, and email documents
- Activate agents for the company
- Notate Cases
- Please be aware, this was a 4 month contract role (06/28/2021 - 10/28/2021), and the client decided to downsize several contractors on 08/09/2021

Custodian

Midwest Janitorial Service - Des Moines, IA

March 2021 to June 2021

- Cleaned toilets, urinals, floors, sinks, mirrors, tables and other stuff
- Emptied trash cans

Package Handler / Delivery Driver

FedEx Express - Des Moines, IA

October 2020 to February 2021

- Unloaded things such as packages, boxes, and envelopes from Fedex trucks and shipment containers onto a conveyor belt
- Delivered FedEx items to customers and businesses

Customer Service Representative 1

24-7 InTouch - Las Vegas, NV

August 2019 to June 2020

- Answered inbound calls in call center, providing exceptional customer service
- Handled and operated a large variety of information systems and software applications proficiently; was responsible for researching complex issues and solving problems for customers
- Demonstrated time management skills
- Managed client records
- Provided policy and service information
- Assisted customers with a warm and professional attitude
- Handled online orders and credit card transactions, following all information and data security policies

Associate Cafe Opener / Line Cook

Panera Bread of Iowa - Ankeny, IA

October 2018 to January 2019

- Set up and prepared the kitchen and cooking areas before the restaurant opened
- Prepared and cut Panera bread
- Made and served sandwiches and salads and other food products to customers
- Cleaned kitchen equipment and washed dishes

Delivery Driver / Cashier

Jimmy John's - Waterloo, IA

April 2018 to July 2018

- Demonstrated strong oral communication skills
- Provided good customer service, and demonstrated good interpersonal skills
- Successfully operated a register, a computer with Jimmy John's store software, and handled payments

Cashier

Target - Cedar Falls, IA

June 2017 to September 2017

- Successfully operated a cash register and checked guests out by scanning all of their items and handling their payments
- Demonstrated an ability to provide sincere, exceptional customer service
- Demonstrated an ability to pay close attention to detail

Student Dining Services Associate

University of Northern Iowa - Cedar Falls, IA

October 2016 to May 2017

- Provided great customer service, serving food to students and guests at one of the University of Northern Iowa's student dining centers
- Employed cleaning and janitorial skills, such as being able to thoroughly clean off surfaces, as well as being able to wipe down tables, vacuum carpet, clean glass, break down cardboard, and throw away and take out trash

Participant Services Representative I

Marsh & McLennan Companies (Mercer) - Urbandale, IA

April 2016 to August 2016

- Demonstrated an ability to operate and navigate through nine to twelve different information systems and software applications while servicing customers in a professional and timely manner
- Demonstrated an ability to use proper, professional phone etiquette while helping employees
- Demonstrated strong oral and written communication skills and strong interpersonal skills
- Demonstrated an ability to provide outstanding customer service

Bilingual Bank Teller

Wells Fargo Bank - Des Moines, IA

June 2015 to October 2015

- Demonstrated an ability to operate a computer, to use a large variety of information systems and software applications, and to operate other machinery successfully and effectively, such as scanners, money-counters, printers, and copiers
- Provided exemplary customer service
- Employed cash-handling and check-handling skills
- Was able to be accurate and precise and to focus on details
- Demonstrated the ability to speak, read, and write Spanish proficiently, servicing Spanish-speaking customers with high customer satisfaction
- Recommended products and services offered through Wells Fargo to customers appropriately, based on suitability and need

Operations Clerk 3

Office Team/Roberthalf - Des Moines, IA

August 2013 to December 2013

- Processed and scanned mortgage documents using a bank's Home Mortgage's Imaging and Document Scanning software and hardware
- Was responsible for processing and scanning high volumes of documents very quickly and efficiently
- Opened mail packages, obtained loan documents, searched for other important items, and disposed of envelopes and packages, adhering to the confidentiality, information security, and risk policies of a bank

Delivery Driver

Pizza Hut - Cedar Falls, IA

November 2010 to June 2013

- Delivered products to customers
- Prepared and made food products in the store
- Took orders from customers over the telephone and operated a store computer
- Provided outstanding customer service

Games Team Captain / Games Operator

Adventureland Amusement Park - Altoona, IA

July 2003 to August 2010

- Operated all games at Adventureland amusement park
- Promoted to be a Games Team Captain in the final two summers, assigning games to employees to operate, providing the necessary banks to each employee, providing water to employees and managing their break rotations, overseeing and supervising game areas, and assisting the Supervisor with other management and maintenance duties
- Handled, transported, and was responsible for large amounts of cash and coin for the amusement park's internal bank

Education

Bachelor's in Economics: General Emphasis

University of Northern Iowa - Cedar Falls, IA

January 2014 to May 2015

Bachelor's in Spanish

University of Northern Iowa - Cedar Falls, IA

August 2008 to May 2013

Certificate in Spanish

La Universidad de Tarapaca - Arica, Chile

June 2010 to August 2010

Skills

- Customer Service Experience (10+ years)
- Cash Handling (10+ years)
- Bilingual - Spanish/English (8 years)
- Strong computer skills (10+ years)
- Oral and Written Communication (10+ years)

- Team Player
- CSR
- Call Center
- Line cook
- Information Security
- Phone Etiquette
- Custodial Experience
- Microsoft Office
- Administrative experience

Additional Information

I am able to multi-task well. I can work well in a fast-paced environment. I have a strong work ethic. I am respectful to everybody.