

Alec Smith

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Summary

A dedicated worker who is eager to learn new skills and share the skills that I already possess. Able to keep an even temper in escalated situations. Committed to resolving customer concerns to the best of my ability while maintaining company policies. Resourceful and able to navigate through multiple tasks while focusing on a customer's needs. Possesses great communication, technical documentation, and problem-solving skills with a long history in banking.

Skilled in Microsoft Word, Excel, and PowerPoint.

Experience

Vigon International June 2017- November 2023

Emptying large to small tanks of raw materials, light mixing of raw materials, working with small pumps to empty tanks and packing product for customer orders, viewing and keeping informed of Government regulations and personal training.

Warehouse Worker | Sears | October 2015- December 2018

- Drove trucks, clamps, forklifts, slips, baseload. Took inventory of merchandise.

Sr. Customer Service Representative (ECOE) | Bank of America | February 2000- March 2015

- Trouble shooting and testing applications, researching complicated issues, handling escalated customer and other areas of the bank issues.
- Strong communication skills (including verbal and non-verbal) and active listening skills.
- Careful attention to detail and time management.

Small Business Owner | Smith Shoe Repair and Sales | May 1993- May 1998

- Setting up and maintaining the computer system, hiring, training, scheduling, daily operation of the shops.

Manager Perkins Restaurant, November 1992 May 1993

Manager, Boston Market Restaurant, April 1992-November 1992

Manager McDonald's Restaurant, June 1985-April 1992

Duties include Training and Supervising Manager and other employees for everyday tasks. patrol, projections of sales, ordering inventory, maintain and troubleshooting equipment, Customer Service, Planning and Forecasting overall Operations of Stores

Education

- BA, Fairleigh Dickenson University | June 1985