



RICHARD SOPER

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D,
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PROFESSIONAL SUMMARY

A hardworking and reliable team leader focused on going above and beyond to support the team and serve customers. Trained in customer service and offering top-notch problem solving abilities. Motivated to continue to learn and grow as a motivated professional.

SKILLS

- Serve customers
- Inspect buildings
- Multitasking
- Problem-solving
- Vehicle operation
- Oversee maintenance
- Supply management
- Attention to detail
- Customer relations

EXPERIENCE

Lead Man, Sage Creek Environmental, Jul 2016 - May 2020, Westminister, CO

- Purchased building and maintenance supplies, equipment, and furniture.
- Oversaw the total operation, maintenance and administration of a new construction property with several units.
- Completed frequent, routine inspections of buildings, facilities and equipment to identify repair needs.
- Supported multiple operations by completing assignments with strong focus on quality and performance.
- Determined team targets and implemented plans to achieve goals at individual and group level.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Satisfied customers every day with fast, friendly, and knowledgeable support for home improvement needs.
- Taught new employees important procedures such as safety and codes for construction guidelines.

Laborer, MD Construction, May 2015 - Jul 2016, Aurora, CO

- Ensured proper operation of tools and equipment at the site following safety requirements.
- Followed instruction for assigned tasks from foreperson and lead teams in performing new phases of the work.
- Communicate with site supervisors and team members to complete project objectives

on schedule.

- Loaded and unpacked construction supplies and distributed them to appropriate locations.
- Discarded construction waste according to state, local, federal, and company guidelines.
- Unloaded and organized building materials to help skilled workers efficiently complete their tasks.
- Cleaned construction sites to prepare for new installations.
- Reviewed activities regularly to identify opportunities for improvement.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Satisfied customers every day with fast, friendly, and knowledgeable support for home improvement needs.

Driver, Larrabees Furniture, Jun 2014 - May 2015, Littleton, CO

- Worked closely with product development team to create custom solutions.
- Listened to and resolved service complaints in a timely manner; handled product returns and credits.
- Recorded sales or delivery information on daily sales records.
- Solicited customers for sales promotions, issued promotional materials, and prepared displays.
- Worked with internal product management teams, customer service, and supply chain to meet and exceed customer expectations.
- Developed excellent knowledge of territory's customers, applying strong networking skills and deep understanding of customers' growth plans.
- Loaded truck with daily orders and display cases, unloaded returns, emptied baskets, and sent damaged products to manufacturers.
- Managed time efficiently to meet consumer demands, increasing sales and providing proactive customer service.
- Loaded and unloaded items for delivery to and from the vehicle.
- Worked with customers to understand and meet unique product needs.
- Quickly resolved customer complaints to maintain satisfaction and loyalty.
- Followed prescribed routes and time schedules to meet 100% on-time delivery.

Delivery Driver, Baileys Logistics, Sep 2012 - Jun 2014, Englewood, CO

- Increased customer service by reviewing orders before delivery to determine that they were complete and properly invoiced.
- Ensured that the truck was well-maintained and scheduled required repairs.
- Tracked and maintained records for mileage, fuel usage, and delivery information.
- Operated delivery vehicles in a safe and efficient manner without accidents.
- Loaded and unloaded items for delivery to and from the vehicle.
- Addressed customer complaints, proactively seeking resolution to ensure repeat business.
- Loaded and unloaded the vehicle with customer packages, delivered packages to customers' doors.
- Followed prescribed routes and time schedules to meet 100% on-time delivery.
- Delivered items within a reasonable time by traveling the most direct route.

- Loaded truck with daily orders and display cases, unloaded returns, emptied baskets, and sent damaged products to manufacturers.
- Worked with customers to understand and meet unique product needs.
- Quickly resolved customer complaints to maintain satisfaction and loyalty.

EDUCATION

GED

Aug 1999

Golden High School - Golden, CO

- GPA 3.8.