

# Robert Jewell

## **ezCater Customer Service**

Loveland, CO 80537

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970-689-1865

Willing to relocate: Anywhere

## Work Experience

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### **ezCater Customer Service**

Qualfon

December 2018 to June 2019

1. Answer all incoming calls for ezCater. ezCater expects a consistent level of high-quality customer service.
2. Manage orders from start to finish, respond to inquiries, and problem-solve with customers & catering partners throughout the lifecycle of an order.

Lowe's

April 2016 to September 2018

Deliveries - Non CDL starting 04/2017

1. Plan and execute all delivery activities including preparing delivery loads, following planned delivery routes, and assisting with merchandise installations or returns.
2. Communicating with customers to ensure arrival time, as well as customer needs and satisfaction.
3. Also responsible for unloading, installing, and checking appliances and store equipment.
4. Ensure cleanliness and standard maintenance of delivery vehicles, and observing safety procedures.

### **Weekend Sales Crew**

Lowe's

April 2016 to April 2017

1. Responsible for assisting customers with all of their shopping needs including assisting customers in the selection, demonstration, preparation and loading of merchandise.
2. Also responsible for responding for customer inquiries throughout the store in any department as needed.
3. Helping each department with floor coverage as needed throughout the day for guaranteeing customer satisfaction.

### **Service Desk, Shoes and Men's Department associate**

JCPenney

May 2014 to May 2016

1. Handling online items for customers; including refunds, reorders as needed for customers such as a new size to fit them better, as well as any cancels or change of pick-up date.
2. Ensuring all items are properly refunding payment through various methods by cash, return of payment through debit/credit card or store credit as per store and company policy.
3. Receive payment by cash, check, credit cards. Issue receipts, and change due to customers.

4. Assist customers with finding an item in the store or online with my knowledge of product.

### **Cashier and Returns/Service Desk**

Home Depot

September 2013 to May 2014

1. Receive payment by cash, check, credit cards. Issue receipts, and change due to customers.
2. Establish and identify prices and location of goods and services.
3. Ensuring all items are properly refunding payment through various methods by cash, return of payment through debit/credit card or store credit as per store and company policy.
4. Check out and return of all rental equipment.
5. Handling online, special or "Will-Call" items for customers; including refunds, cancels or change of pick-up date.
6. Clearing all areas around work station including cashier area as well as parking lot and front flooring area, and restocking of bags, cleaning supplies at the end of the day for the next business day.
7. Providing back-up coverage for front end supervisors as needed to ensure smooth operations in the front end productivity.

### **Mould Machine Operator**

Parkway Products

July 2013 to February 2014

1. Operates various machine and line assembly stations for plastic mould parts.
2. Inspect and package all parts for defects and variations to avoid imperfections leaving the warehouse as a finished product.
3. Maintain cleanliness around work site to follow proper safety procedures set down by OSHA.
4. Transportation of finished products with proper labeling and documentation to the shipping warehouse for delivery.

### **Service Attendant**

Wal-Mart

April 2012 to July 2013

1. Ensure good customer service by maintaining store maintenance and cleanliness standards in a safe and efficient manner.
2. Clearance shopping carts from the parking lot and store perimeter, returning them to the storage location using Wal-Mart approved procedure.
3. Assisting customers with their carry outs or carry ins to support customer needs.

### **Courtesy Clerk and Cashier**

King Soos

2010 to February 2012

1. Receive payment by cash, check, and debit/credit cards. Issue receipts and change due to customers.
2. Establish and identify prices and location of goods and services.
3. Clearing all areas around work station including cashier area and front flooring area, and restocking of bags, cleaning supplies at the end of the day.
4. Clearance of shopping carts from the parking lot and store perimeter, returning them to the storage location using King Soopers approved procedure.
5. Assisting customers with their carry outs or carry ins to support customer needs.

## **Detail Tech and Driver**

Metro Motors

September 2006 to September 2009

1. Cleans and refurbishes automobiles both interior and exterior performing any combination of following duties:
  - A) Washing vehicle exterior to clean cars, applies wax to auto body, and wipes or buffs surfaces to protect surfaces and preserve shine, using cloth or buffing machine.
  - B) Vacuums interiors of vehicles to remove loose dirt and debris. Cleans upholstery, rugs, and other surfaces, using cleaning agents, applicators, and cleaning devices.
2. Transportation of vehicle from site to site for any and all repair procedures to ensure vehicle quality. Procuring all vehicles of recent purchase from private parties or auctions.

References regarding my work habit and personality traits:

Heather Shook - King Soopers Coworker  
970-581-9741

Amanda McBee - Jcpenny coworker  
785-210-9766

Chris Krug - Lowe's coworker  
970-631-6282

Sal Deleo - Lowe's coworker  
970-310-7038

## Education

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### **High school or equivalent**

## Skills

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Customer Service, Customer Care, Customer Support, Call Center, CSR