

# Robert Matthew

## **Certified Customer Service Associate and top tier production worker**

Arvada, CO 80004

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Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Associate**

Kifaru International - Wheat Ridge, CO

March 2022 to Present

My regularity duties are to pick product from inventory for customers orders. Assembly of products and make ready for shipping. General warehouse duties and helping wherever needed. This is a temporary assignment as the company is transitioning to Wyoming.

### **Night Shift Supervisor**

Planet Fitness

June 2020 to Present

Duties: 10% member services, 90% custodial. Especially because of COVID 19, I oversee nightly shutdown and sanitization procedures. I train new employees and help the GM wherever needed.

Amazon

### **Assembly Line Production Worker**

Full Scale LLC - Arvada, CO

October 2021 to March 2022

Main duty was working on labeling machines all day. I was always number one in regards to production numbers and take pride in my work. General warehouse duties as well as helping where needed.

### **Delivery Service Liaison**

Amazon.com - Denver, CO

February 2020 to June 2020

Duties: Primary contact for customers who have a failed delivery. I verify why the delivery failed and contact customer to resolve the issue. Basic computer skills, Amazon messaging and ticketing software, brand representation, phone skills, warehouse skills and time management. Although this job is onsite in Denver I am 100% virtual.

### **Mountain Delivery Driver**

Seattle Fish Co

March 2014 to June 2016

Duties: All truck related work such as pre/post-trip inspections, running log books, securing loads, adhering to USDOT and overall responsibility for the truck. I delivered high quality seafood to grocery chains and restaurants across all of Colorado. Other duties were product quality checks; maintain

refrigerant logs, manifests, customer service, lifting up to 100lbs, warehouse work and General office tasks.

## Education

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### **High school diploma in Basic**

Home School Academy - Wheat Ridge, CO

January 2000 to June 2005

### **Business Management Certificate**

Red Rocks Community College

### **Certified Customer Service Professional**

Pueblo Community College

## Skills

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- I have basic computer knowledge, type at 40 WPM and have general office skills. I have real hands on experience running a register, cash handling, 10 years face to face customer service and 10 years labor/delivery experience.
- English
- Customer service
- Business Management
- Delivery Driver Experience
- Shift Management
- Time Management
- Computer Skills
- Inventory Control
- Custodial Experience
- Supervising Experience
- Commercial Cleaning
- Logistics
- Assembly
- Warehouse Experience
- Forklift
- RF scanner
- Shipping & receiving
- Basic math
- Manufacturing
- Math

## Assessments

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### **Customer service — Proficient**

May 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Customer focus & orientation — Expert**

May 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Attention to detail: Inventory — Highly Proficient**

December 2020

Applying systematic processes for managing and storing products and merchandise.

Full results: [Highly Proficient](#)

### **Work style: Reliability — Expert**

December 2020

Tendency to be dependable and come to work

Full results: [Expert](#)

### **Call center customer service — Highly Proficient**

December 2020

Applying customer service skills in a call center setting

Full results: [Highly Proficient](#)

### **Work style: Conscientiousness — Proficient**

December 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

### **Customer service manager — Highly Proficient**

December 2020

Managing customer service representatives and resolving customer issues

Full results: [Highly Proficient](#)

### **Mechanical knowledge — Highly Proficient**

January 2021

Understanding and applying mechanical concepts and processes

Full results: [Highly Proficient](#)

### **Construction safety — Expert**

January 2021

Using safe practices while on a construction site

Full results: [Expert](#)

**Attention to detail — Highly Proficient**

May 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

**Warehouse safety — Highly Proficient**

April 2022

Using safe practices in a warehouse setting

Full results: [Highly Proficient](#)

**Work style: Reliability — Highly Proficient**

April 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.