

Russell Cipponeri

Westminster, CO 80021

russellcipponeri5_mo8@indeedemail.com - (586) 855-1485

I am reliable, responsible, and I show up on-time, everyday. I have a great work ethic, good morals, and I am dedicated to my time on the job. I am willing to work hard and work overtime if completing the job requires it. I am looking to work for a company where there is room for advancement for a hard worker like myself.

WORK EXPERIENCE

HVAC Installer

Littleton Heating & Air Conditioning - Littleton, CO - 2017-02 - 2017-06

- Take out and install new heating/cooling systems, water heaters, humidifiers.
- Install/reattach duct work, water lines, gas lines, electrical, etc.

General Laborer

Archer Seating - Denver, CO - 2016-11 - 2017-02

- Take out and install new seats, seat backs, cup holders, and adjust stanchions in the Club Level and the upper deck of Coors Field.

Urban Parks Laborer

City of Boulder - Parks & Recreation Dept. - Boulder, CO - 2016-07 - 2016-11

- Empty waste and recycle bins at city parks when needed.
- Pick up trash and other debris in the playground areas and in grass areas of city parks.
- Keep picnic shelters clean and free of debris for rental parties.
- Make sure the BBQ pits are cleaned twice a week to allow park visitors a clean place to cook.

Hail Damage Specialist

Self Employed/1st Choice Roofing & Exteriors - Denver, CO - 2016-03 - 2016-08

- Inspect roof, gutters, siding, and entire exterior of homes and property for wind/hail damage.
- Clearly communicate to homeowner the insurance claim process and walk them through it.
- Complete paperwork to ensure client receives the correct products for their home.
- Follow up with client to ensure the work was done correctly and up to code.
- Working under little or no supervision.

Reset Specialist

Dr. Pepper/Snapple Group - Denver, CO - 2015-02 - 2016-02

Responsibilities:

- Read Plan-O-Gram and reset store shelves to schematic.
- Build effective relationship with store managers and personnel, assuring customer satisfaction.
- Identify and advise management of potential problems with product (i.e. out of date or damaged).
- Ensure product quality is maintained by proper product rotation.
- Merchandise to help assist other employees with heavy loads, and during holiday seasons.

Accomplishments:

- Maintain and increase product shelf space in convenience stores and grocery chains.
- Maximize product placement in coolers and on warm shelves.

Skills Used:

- On time to all resets planned for each day.
- Dress professionally.
- Works independently on individual tasks.
- Able to work together in a group environment.
- Maintain and increase product shelf space in convenience stores and grocery chains.
- Maximize product placement in coolers and on warm shelves.
- Build effective relationship with store managers and personnel.

TSA - Transportation Security Officer

Dept. of Homeland Security - Denver, CO - 2011-04 - 2014-11

- Certified in multi-faceted airport security related work.
- Provides immediate response to security breaches and/or emergency situations.
- Makes suggestions to improve operations regarding TSA screening process.
- Verifying the authenticity of travel documents and visually inspecting documents for accuracy.
- Conducting searches of individuals, baggage, and property in accordance with TSA Standard Operating Procedure (SOP) to resolve alarms.
- Identifying items from the TSA permitted and prohibited items list.
- Using security-screening equipment (such as WTMD, X-Ray, HHMD, ETD) to resolve alarms.
- Maintaining control of sensitive security information and records.
- Giving oral instructions (training) to other officers based on my knowledge and experience.
- Communicating with Management to explain actions and/or decisions.

TSA - Playbook Team Member

- Create an unpredictable screening operation to frustrate and deter potential terrorist attacks.
- Work independently and engage stakeholders in a professional manner.
- Demonstrate problem resolution skills.
- Conduct security screening of sterile areas, aircraft, and all areas of the airport; interior and exterior.
- Conduct behavioral observations to groups of people for security enhancement.
- Observe multiple individuals at the same time to detect unusual behaviors.
- Visually scan environments to identify irregularities in different situations.
- Use Micro Expression Training Tools (METT) and Subtle Expression Training Tools (SETT).

Supervisors: Michael Torrez (Checkpoint) - Bobbi White (Playbook Manager)

AIMCO - Customer Relations Specialist

Snelling Personnel Services - Denver, CO - 2010-08 - 2011

6 Mos. Contract

- Handled Inbound calls from residents and communities.
- Researched the area of concern, processed and sent the concern through the appropriate channels.
- Effectively communicated with ROC/Communities and residents via email, phone, and fax.
- Processed 120/90 day renewal calls.
- Communicated AIMCO policies and procedures to all prospects and residents.
- Strived to reach renewal goals each month with a 100% success rate.
- Processed resident complaints, requests, and mediated for upper management.
- Entered/maintained FOCUS and Onesite activity logs and follow up information in company software.
- Daily/weekly follow up with the residents to ensure the issue was resolved.

LOWES - Merchandiser

Apollo Retail Specialists - Denver, CO - 2010-06 - 2011

Contract

- Responsible for the marketing display, display design, breakdown, and set up of various inventory.
- Submit contract paperwork/time sheet and detailed descriptions in a timely manner via fax to HQ.
- Maintains inventory for Area/Oriental rugs, Stainmaster carpets, and household tiles.
- Uphold Lowes policies for in-house vendors.
- Working under little or no supervision.
- Maintaining perfect attendance for an out-of-state company.

Registered Traveler (RT) Attendant

Clear - Denver, CO - 2009-03 - 2009-06

- Knowledgeable of FAA regulations and policies.
- Completed TSA testing required for general airport personnel.
- Verified travel documents against traveler identification(s).
- Enrolled clients into the Registered Traveler program by capturing fingerprint and iris biometrics.
- Provided supreme customer service to clients.
- Ensured the utmost efficiency for clients travel needs and/or requirements.

Account Sales Representative

Video Monitoring Services, Inc - Denver, CO - 2007-11 - 2009-03

- Made outbound calls to build business.
- Researched self set-up profiles for clients to inform them of any broadcast media activity.
- Entered client orders to be produced.
- Followed up with client to ensure product was correct.
- Ensured subscription and contract client reports contained relevant mentions.
- Recognized clients spending trends, offered "VMS Platforms" to help clients receive needed intelligence, and meet their budgets.
- Secured 8 new contracts in 1 year including a research project for the US Government based out of Fort Leavenworth, KS.

Customer Service Representative

H&R Group US, Inc - Denver, CO - 2007-08 - 2007-11

- Developed and managed customer marketing database.
- Ensured client orders were processed and confirmed through the warehouse.
- Responsible for collection/payment of outstanding customer invoices.

Merchandiser

Cadbury, Schweppes - Redford, MI - 2006-12 - 2007-08

- Replenished shelves with product, built displays, and utilized point of sale system.
- Rotated and monitored product freshness.
- Responsible for general customer service while in various accounts.

Bulk Delivery Driver

Corporate Express - Warren, MI - 2005-07 - 2006-11

- Responsible for delivery of orders and materials from the warehouse to customers in a safe and timely manner.
- Complied with all OSHA safety regulations.
- Ensured all purchase orders were accurate and processed correctly.

Area Manager

Oak Distributing Co, Inc - Waterford, MI - 1996-01 - 2000-12

- Worked independently.
- Negotiated shelf and floor space arrangements to generate higher revenue.
- Placed orders of out-of-stock merchandise.
- Handling of customer cares/concerns with any issue that may arise.
- Trained new employees.

EDUCATION

Video Broadcast Arts

Specs Howard School of Broadcast Arts - Southfield, MI

SKILLS

Reading and understanding Plan-O-Grams, Merchandising.