
Stephen Tibbetts-Pagan

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Professional Summary

Dedicated, results-driven, and motivated professional with significant proficiency in operational performance, customer service, inventory management, training, and team leadership. Skilled at aligning personal and organizational goals, implementing effective solutions, and maintaining a commitment to continuous improvement. Passionate about outdoor activities, community engagement, and personal growth. Seeking a dynamic role where rapid skill acquisition and problem-solving abilities contribute to customer satisfaction and business growth.

Skills

- **Leadership:** Skilled in team training, mentoring, and goal-driven management.
 - **Customer Service:** Proven ability to build strong relationships and resolve issues effectively.
 - **Adaptability:** Ability to adjust quickly to new tasks, environments, or challenges.
 - **Inventory Management:** Expertise in audits, stock organization, and workflow optimization.
 - **Team Collaboration:** Adept at encouraging teamwork and fostering inclusive environments.
 - **Safety Compliance:** Well versed in Safety Protocols, Chemical Hazard Compliance and Ergonomics.
 - **Self-Starter:** Skilled in identifying tasks, setting goals, and executing solutions with minimal supervision.
 - **Problem Solving:** Experienced in identifying and resolving operational challenges.
 - **Research:** Independently investigates new tools, processes, and data to support informed decision-making.
 - **Time Management:** Effectively balances multiple responsibilities, optimizes workflows, and efficiently manages schedules.
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Professional Experience

Inventory Specialist

Broadcom — Fort Collins, CO

October 2021 – August 2024

- Primary objective was to produce, manage, inspect, deliver, and efficiently maintain stock of test wafers that were used to certify manufacturing tool performance.
- Performed in a Team Lead role and point of contact for clean room inventory management.
- Designated primary trainer and mentor for new-to-team members and new hires.
- Trained employees to develop critical thinking skills, strong cooperation to achieve team goals, and optimize workflow to ensure no unnecessary bottlenecks or disruptions.
- Maintained high-quality production standards, consistently exceeding performance targets.
- Kept in close communication and collaborated with cross-functional teams to address inventory and production challenges and maintain stock of all necessary materials.
- Optimized resource allocation and scheduling to meet production objectives.

Machinist

Broadcom — Fort Collins, CO

January 2020 – October 2021

- Operated an array of advanced semiconductor manufacturing equipment and maintained intermediate to advanced tool operating certifications.
- Conducted equipment qualification tests to ensure manufacturing tools were operating within spec.
- Inspected products pre- and post-process to identify and address quality issues.
- Adhered to strict safety protocols, including chemical handling, body ergonomics, metals contamination, fire safety, and hazardous materials response.

Electronics Sales

Walmart — Fort Collins, CO

November 2018 – November 2019

- Assisted customers with any and all questions or concerns regarding electronic entertainment products (televisions, phones, headphones, game consoles, etc.) and photo products (pictures, canvases, passports, etc.).
- Managed area in a department lead role while sharing responsibilities with department manager.
- Performed daily inventory audits to verify product stock, find errors in inventory numbers, and discover potential incidents of theft.

- Acted as a liaison for mobile phone providers such as Verizon, T-Mobile, and AT&T to troubleshoot phone connectivity problems and assist in setting up new phones for customers.
- Maintained inventory accuracy to assist in product orders and show sales trends.
- Trained and supported new team members, fostering a collaborative and inclusive work environment.

Server

Garbanzo Mediterranean Grill — Fort Collins, CO

November 2015 – September 2018

- Worked numerous front and back of house roles that included meal preparation, order intake, register duties, grill supervision, and fielding customer questions and concerns regarding dietary restrictions.
- Prepared food for current and next day shifts while adhering to food safety standards and First In First Out storage procedures.
- Supported store operations, including opening/closing procedures and new team member training.

Inventory Clerk

Recycled Cycles — Fort Collins, CO

April 2015 – July 2015

- Monitored and updated inventory using an independent online system for accuracy.
 - Conducted inventory audits to support operational efficiency.
 - Managed inventory transfers between locations, ensuring availability for customers.
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Technical Proficiency

- Advanced manufacturing tool certifications and control systems with chemical hazard safety training.
 - Walmart SMART Inventory System and anti-theft device management.
 - Microsoft Word, Excel, and PowerPoint for documentation, data analysis, and reporting.
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Education

- **Rocky Mountain High School**

- **Front Range Community College** — Completed general education and introductory neuroscience, psychology, anatomy, and economics courses.
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Outside Interests

- Outdoor activities, including hiking and road cycling
 - Strength training and fitness
 - Automotive detailing
 - Building gaming computers
 - Music performance
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