

# Rodger Swavely

24700 E Applewood Circle #611 • Aurora, Co 80016 • (760) 902-7001 • rswavely81@gmail.com

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## Professional Profile

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Highly motivated and extremely knowledgeable individual with an established record of success in creating and implementing new and exciting ideas. Diverse in my working environments with the ability to be a creative problem solver and have demonstrated an advanced knowledge of operations, policies and procedures.

## Key Skills

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- Customer Service Oriented
- Grocery Experience
- Sales, Customer Service, electronics, computers.
- Experience with shipping and receiving domestic and international
- Extensive computer experience
- Familiar with Microsoft Office applications
- Multi-tasker
- Security Experience

## Experience

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A-Z CLEAN OUT SERVICES— TWENTYNINE PALMS, CA  
Carpet Tech/Maintenance

February 2012-June 2012

- Carpet and Upholstery Cleaning
- Rental Property Maintenance
- Rental Property Service Calls
- Showing listed houses for rent

SIMPLE 2 — PALM SPRINGS, CA  
Office Manager

February 2010-March 2011

- Assist in design, and installation of customer
- Home Theater projects.
- Diagnose and repair customers home theater issues.
- Diagnose and repair customers computers and computer peripherals.
- Run day to day office functions: Telephones, customer follow up, quotes, pricing, procurement, billing, filing, emails, etc.

TIME WARNER - CABLE PALM DESERT, CA  
Sales Agent

May 2008-March 2009

- Computes and coordinates payment arrangements with customers on delinquent accounts within the guidelines set forth by the department
- Reviews billing statements with customers and computes costs associated with the statement in order to resolve discrepancies and to answer questions. Adjusts customer billing statements on the computerized billing system when a service-related problem has occurred or payment arrangements have been coordinated on delinquent accounts.
- Answers and responds to a high volume of telephone calls from customers inquiring about subscriber services, products, billing, and general information.
- Schedules cable television installation and service appointments with customers who request cable installation or who require service on their cable television equipment. Utilizes computerized billing system to obtain service availability dates and to schedule appointments.  
Explains and markets all premium cable services and products to customers who call in, in order to maximize sales of company products/services.

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ALBERTSONS — RANCHO MIRAGE, CA  
Cahier

June 2006-November 2007

- Assist in customer service lobby
- Assist in re-stocking shelves with product
- Provided excellent customer service
- Manage cash drawer
- Assist customers in purchasing their groceries
- Assist Service Deli when needed

SYSTEM UPGRADE — SKY VALLEY, CA  
Manager and Logistics

April 2005-February 2008

- Sales, Sales Support
- ISO 9001:2000 Quality Management System
- Telephone and Travel Customer Service
- System Components Testing, repair and diagnosis
- Sale Orders, Purchase Orders, Quotes, RMA's, Customer Satisfaction, Miscellaneous Office Documents
- Maintenance of Email, Web Sites, Internet, Phone System, Printers, Copiers, Scanners, Office Network, etc.
- Shipping and receiving. Deal directly with FedEx, UPS, DHL and USPS.
- System Integration and Development, Server/PC Maintenance, Upgrades, Back-Up's, Repair

ST. JOSEPH HOSPITAL — ORANGE, CA  
Senior Security Officer

September 2002-April 2005

- Monitoring of hospitals CCTV, Fire System, HUGS Infant Monitoring System.
- Responsible for Day Shift Campus Drills (Fire, Infant Security, etc.)
- Security of Patients, visitors, and employees of entire campus -including two hospitals, medical buildings, executive building, cancer center, emergency room and various other buildings.
- Incident investigations and reports (Employee/visitor patient accidents, theft, vehicle accident, property damage, fire alarms, infant security alarms, etc.)
- Assisting in management of entire day shift Officer crew of about 14

## Computer Skills

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- MS Word, Excel, PowerPoint, Works, Access, Outlook, Publisher
- Extensive computer experience
- Customer Service Oriented
- Sales, Customer Service, electronics, computers.
- Grocery Experience
- Familiar with packaging, and receiving of packages. Familiar with FedEx, UPS, DHL, USPS services both domestic and international

## References

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Available on Request