

Thomas McLaughlin

Customer Service Rep/ CSR Trainer

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Over 13 years experience in high volume call center
Over 14 years experience in external and internal customer service
Over 17 years experience of inside and outside sales experience
5 years experience in administration and management positions
Detail oriented with exceptional organizational skills
Work well independently as well as a vital part of a tightly knit team
Able to complete all tasks quickly and efficiently without sacrificing accuracy
Great interpersonal and communication skills
Dedicated to promoting company growth and performing to the highest standard
Exceptional phone etiquette

WORK EXPERIENCE

Material Handler

Baxter Medical Products - Englewood, CO - June 2015 to December 2015

Responsibilities

Unloaded and put away shipments recieved. Loaded Trailers with medical products for shipment to customers.
Shrink wrapped pallets for delivery to customers.

Skills Used

Pallet jacks, forklifts, computer system for inventory management

Breakdown Dispatcher

Navajo Express - Denver, CO - October 2014 to January 2015

Responsibilities

Responsible for all breakdowns of trucks across 48 states.

Accomplishments

Made longtime relationships with many of the truckers. They would call ask for me when they had breakdowns or warning lights on.

Skills Used

Telephone etiquette, computer skills, basic office skills, fax, etc

Customer Care Representative

US Foods - Centennial, CO - July 2013 to July 2014

Provide sales assistance to Sales force by placing orders, processing credits and placing special orders.
Resolve customers service or billing complaints; check to ensure that appropriate changes we made to resolve customers problems

Assist customers with recovery for truck shorts, misspicks and any other delivery errors

Work with vendors to request product samples for Sales reps and customers

Place and keep log of orders for large street accounts

Process intercompany transfers and FedEx overnight orders
Prepare and process daily sales reports for Vice President of Sales

Route Driver and Night Production Specialist

Seattle Fish Company - Denver, CO - December 2010 to July 2012

Responsibilities

Responsible for timely delivery of seafood products to customers including retail grocery stores, restaurants, sushi bars

Transferred to Night Production

Duties included cutting, packing and shipping of seafood products to customers

Loaded and unloaded trucks and processed orders for shipping

Wife contracted breast cancer, left Seattle Fish to care for wife

Customer Service Associate and Regional Sales Trainer

United HealthCare - Englewood, CO - July 1997 to November 2010

Responsibilities

Responsible for taking incoming calls from customers

Resolved problems with both internal and external customers

Provided exceptional customer service to doctors, pharmacies, DME providers, etc

Promoted to Regional Trainer for exceptional performance

Traveled to various UHC sites in the western region

Responsible for training and mentoring of new hires to become Customer Service Reps

UHC closed the Denver call center in November of 2010

Retail Sales Representative

Fred Schmid Appliances - Denver, CO - April 1991 to June 1997

Responsibilities

Responsible for sales to retail customers to achieve sales goals

Planned and implemented merchandise presentation of entire store

2 time Salesman of The Year for the Quincy store location

Left retail for new offer at United HealthCare

Sales Rep

Amana Refrigeration Company - Denver, CO - November 1988 to March 1991

Responsibilities

Outside Sales Rep for 3 state territory

Sales to existing customers and cold calling to open new accounts

Sold various home appliances to retail dealers

Increased Amana sales penetration by 20 percent

Amana wanted me to relocate family to El Paso, Tx. Left Amana in March 1991

Warehouse to Outside Sales

Joseph Strauss Company - Denver, CO - October 1978 to October 1988

Responsibilities

Worked as warehouse crew unloading trucks and pulling orders

Promoted to local delivery driver

Promoted to warehouse Manager, responsible for a crew of 6 men

Promoted to inside Sales Rep at the Order Desk processing incoming order calls

Supervised quarterly inventory of warehouse

Promoted to Outside Sales Representative for 3 state territory
Responsible for sales to existing dealers and cold calling to increase sales volume
Managed newspaper, TV, and radio advertising for new and existing customers
Joseph Strauss closed Colorado operations in Oct 1988

Assault Boat Engineer

US Navy - June 1974 to June 1978

Responsibilities

Responsible for operations and maintenance for twin diesel engine assault boats

Performed assault operations on foreign beaches with Marine Corp Teams

Earned several medals over course of voluntary enlistment

Good Conduct Medal

National Defense Medal

Sharpshooter Medal

Honorably Discharged June 1978

EDUCATION

West Seneca East Senior High - West Seneca, NY

1970 to 1974

ADDITIONAL INFORMATION

Computer Skills

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