

Thomas Robison

Supervisory Office Manager - M&M Tank Coating Company

Loveland, CO 80537

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Authorized to work in the US for any employer

Work Experience

Dispatch coordinator 3

Hach Chemical - Loveland, CO

October 2019 to Present

- Customer relations and problem solving.
- Dispatch technicians
- Working with City officials to coordinate service visits and answering questions.
- Answering phones and routing to correct departments.

Supervisory Office Manager

M&M Tank Coating Company - Greeley, CO

January 2015 to Present

- Quick Books 2015/accounting, HR, Policies, Data entry, Filing.
- Managed company sales department, developed company commission scale that encouraged employee accuracy and efficiency.
- Lead implementation of VoIP and trained 12 employees on usage procedures, customer response time increased by 10%
- Customer liaison for accounts receivable, administer weekly/monthly company reports with 100% accuracy
- Conduct \$10K in bi-weekly payroll operations for 13 employees, ensures tax codes/fiscal compliance is adhered
- Conducted 50+ background checks on candidates by obtaining information from law enforcement officials, previous employers and references
- Reconcile 15+ monthly vendor statements, review for 100% accuracy and timeliness of payment
- Educate new employees on company benefits, promotion opportunities and operational risk management to promote overall compliance

Dispatch Coordinator

A1 Organics - Eaton, CO

March 2011 to January 2015

- Meticulously reviewed discrepancy documentation 20+ daily incoming shipments, ensured 100% accuracy before intake
- Orchestrated the submission of 20+ daily delivery documents, all timelines met flawlessly
- Company safety officer, reported all accidents, damage and malfunctions involving company equipment to management, reduced daily workplace hazards and company liability

- Customer relations specialist, safeguarded company relations by collaborating/resolving customer complaints in a professional and judicious manner
- Oversaw company delivery processes, seamlessly communicated with internal/external customers regarding timelines/discrepancies
- Accounts specialist, handled the, distribution, accuracy and processing of 50+ accounts, collected monies due and extensively interacted with a network of suppliers to foster positive company relations

Account Manager

Verizon Wireless - Greeley, CO

June 2006 to February 2011

- Identified and qualified customer needs, developed sales strategies and negotiated and closes profitable projects with a 85% success rate. Consistently hit and exceeded sales goals by 20%.
- Communicated regularly with territory, regional and strategic managers for daily support and strategic planning for accounts.
- Maintained and organized a customer database of over 600 clients nationwide.
- Prioritized daily workflows, including all inbound calls, quotes and sales-related inquiries.
- Wrote sales contracts for orders obtained and submitted orders for processing.

District Manager

Ensignal - Alamosa, CO

March 2003 to May 2006

- Oversaw staffing of new branch with 9 employees.
- Resolved escalated customer issues in a timely manner.
- Created marketing materials.
- Met deadlines by proactively managing individual and team tasks.
- Assessed employee performance and developed improvement plans.
- Held sales coaching sessions.
- Motivated staff to exceed quotas on a regular basis.
- Engaged employees in business processes with positive motivational techniques.

Education

High School Diploma

Mountain Valley High School

2001

Skills

- Dispatching

Additional Information

- Industry experience in Accounting, Human Resources, Customer Relations and Marketing
- Key Strengths: team building, communication, mentoring and policy development & implementation

SKILLS:

- I am proficient with both Windows and Mac platforms.
- Intermediate with Excel, Word, PowerPoint, Outlook.
- Intermediate with Numbers and Pages.
- I am familiar with HTML web site building.