

VINCE DUFFY

🏠 Line Assembler · Super Vacuum Manufacturing

📍 Fort Collins, CO

📞 +19702178011

✉️ aquariumguy@comcast.net

Professional summary

Dynamic professional with over 30 years of experience in service and sales, including a successful tenure at Comcast/Xfinity. Proven track record in troubleshooting and project management, enhancing customer satisfaction and driving sales growth. Skilled in quality assurance and manufacturing processes, consistently exceeding performance goals while fostering strong client relationships.

Experience

Line Assembler · Super Vacuum Manufacturing

April 2024 – Present · 2 yr

Fort Collins, CO

- Collaborated with team members to streamline assembly processes, enhancing workflow and reducing delays.
- Proposed improvements to production methods, leading to increased efficiency in assembly operations.
- Reported issues to supervisors promptly, facilitating timely resolution and maintaining production flow.
- Operated hand tools, such as drills, grinders, and wrenches in assembly process.
- Assisted in inventory management by organizing materials and tracking supplies accurately.
- Organized work area and ensured cleanliness at all times.

Service Technician · Great White Aquatics

August 2020 – Present · 5 yr 8 mo

- Maintain and install custom aquaria for both residential and commercial customers.
- Managed daily operations of aquarium service company, delivering high- quality service to clients.
- Engaged with clients to provide exceptional customer service, fostering long-term client relationships.
- Educated customers on proper equipment usage and maintenance practices.
- Oversaw sales and inventory management at retail fish store, aligning offerings with customer needs.

Comcast/Xfinity

Xfinity Sales Professional

June 2019 – August 2020 • 1 yr 2 mo

- Met or exceeded company sales goals (RGUs) every month.

Customer Experience Professional (CE)

February 2017 – June 2019 • 2 yr 4 mo

- Supported customers with inquiries from billing to advanced troubleshooting to ensure comprehensive assistance.
- Addressed customer requests and answered questions to enhance satisfaction.
- Handled customer inquiries and provided assistance during inbound calls.
- Facilitated new hire training sessions as a Subject Matter Expert.

Certifications & licenses

Related licenses and certifications come from the candidate's resume and profile.



Real Estate License



Driver's License

Certifications



Driver's License



Forklift Certification

Education

Related education comes from the candidate's resume and profile.



BACHELOR OF ARTS in Sociology

COLORADO STATE UNIVERSITY • Fort Collins, CO

June 1993 – June 1993



Associate's degree



High school diploma or GED



Bachelor's degree

Skills

Related skills come from the candidate's resume and profile.

Part assembly

Manufacturing

Quality Assurance

Shipping & receiving

Warehouse operations

Forklift

Pallet jack

Troubleshooting

Ordering

Math

Project Management

Sales

Computer Networking

Executed door-to-door sales across Northern Colorado, enhancing community engagement.

Demonstrated strong product knowledge in video, internet, voice, and home security, facilitating informed customer decisions.

Collaborated with Tech Ops to ensure seamless customer experiences and satisfaction.

Computer operation

Microsoft Excel

Driving

Technical Proficiency

Logistics management

Customer inquiry handling

Team motivation (leadership skill)

Leadership

Order management system

Client email correspondence

Vehicle maintenance

Automotive diagnostics

Phone etiquette

Pricing

Automotive parts management

Mechanical knowledge

Automotive parts and accessories knowledge

Vehicle systems

Part sourcing

Productivity software

QuickBooks

Low voltage

IP addressing

Telecommunications cable pullers

Customer service

Blueprint reading

Camera setup

Door hardware installation

Administrative experience

Multi-line phone systems

Warehouse management

Forklift

Hazard identification

Managing hospitality teams

Food handling

Windows

Lead generation activity metrics tracking

Sales

Call center experience

Cleaning

Occupational safety audits

POS

Key Performance Indicators

LOTO

Drywall

Occupational health & safety experience (3–5 years)

Managing occupational health & safety teams

Maintenance, repair and operations (MRO)

Incident reports for accident investigation

Safety management within utilities industry

Customer communication

Safety management experience within manufacturing industry

Writing skills

Safety audits for hazard identification

Carpentry

Electrical wiring

Noise monitoring

Basic math

Customer relationship building

Plumbing

Inventory control

Marketing

Stakeholder engagement

Time management

Decision making

Microsoft Word

Sales reporting

Manual handling

Business development

Fabrication

Clean workspace maintenance

Equipment repair

Warehouse supervisor experience

Occupational health and safety coordinator experience

Emergency drills

Heavy lifting

Lead generation performance metrics

Microsoft Office

Client meetings

Client invoicing

Construction

E-commerce

Power tools

Passenger vehicle

Professional networking

First aid

Electrical systems

Safety training implementation

Computer literacy

Outdoor work

Checklist analysis for hazard identification

Landscape maintenance

Occupational health & safety

Occupational safety risk assessments

Assembly

Cabling

Client relationship development

Safety inspections for hazard identification

Sensors

Electrical experience

Occupational health and safety trainer experience

Quality control

Collaborate with healthcare professionals

Dryer repair

Equipment troubleshooting

Incident response (Crisis management methodologies)

Product demos

Cash handling

Personal protective equipment (PPE) implementation

Facilities maintenance

Closing sales

Computer skills

Account management

Time-based sales targets

Workplace incident investigation management

Microsoft Outlook

Manufacturing facility

Retail sales

Post-sales client support

Test cases

Health and safety training programs

Inside sales

Sales negotiation

Safety management experience within construction industry

Staff development

Safe work practices

Emergency response plans developed (1-2 plans)

Air quality monitoring

Manufacturing

Industrial hygiene risk assessments

Attention to detail

Automotive repair

Microsoft PowerPoint

Communication skills

Managing customer accounts

Stakeholder management

Hand tools

Team development

Largest occupational health & safety team managed (11-20 team members)

Conflict management

Sales pipeline management

Quality systems

Developing emergency response plans

Manufacturing company experience

In-home experience

Occupational safety policy development

Electrical maintenance

Supervising experience

Task prioritization