

Joseph Rowan

IT support, customer service specialist.

Fort Collins, CO 80524

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720-539-9521

Hard working, team player with very adaptive all-around skill set. Excellent communications, PC, and customer service skills. I learn very quickly, and am always looking to better myself, and my employer.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Press-One Customer Care - Fort Collins, CO

February 2019 to Present

Answer inbound customer service phone calls, outbound customer service callbacks, assist customers with quality, friendly service and support in a variety of areas, starting new accounts, closing/saving accounts, sales, process payments, answer billing inquiries, general PC/software use, gathering customer information, educating customers on service, problem solving.

Sales & Service Assistant

Motion & Flow Control Products - Fort Collins, CO

July 2018 to February 2019

Front Counter Sales, pc applications, Customer Service, production of industrial hose and fitting assemblies to order/specifications, maintain and process emails, General office duties, phone sales and service, basic in house IT work, inventory control, warehousing, forklift operation, crimp machine operator, shipping, receiving.

Customer Service Associate

Natural Grocers - Fort Collins, CO

November 2017 to July 2018

Customer service, stocking, facing, inventory, damage reports, Receiving + prepping fresh, organic produce for sale. Ordering product, product displays, culling, markdowns, date check/rotate, general store labor, closing detail, daily logs/reports, cleaning, training.

Route Delivery Driver/Warehouse

Loco Food Distribution - Fort Collins, CO

June 2017 to November 2017

Delivery Driver; Loading trucks, vans with fresh, cooled or frozen product and delivering to various types of businesses. Pickups of pallets of stock for warehouse. Inventory Control, Damage Control, Driving, Routing, Warehousing, Customer Service, Forklift/pallet jack use, Food safety, road safety, warehouse safety, shipping, receiving.

Owner-Operator

Silverback Movers, LLC - Loveland, CO

June 2015 to June 2017

Co-ownership, customer service, sales, collections, accounts receivable, skilled labor, social media, networking, marketing, phone interaction, estimator, training, purchasing, inventory, bookkeeping, hiring/firing, office duties, website building/maintaining, social media, advertising, Microsoft Office, dispatch, job/project coordinator, Adobe CC

Sales/Collections/Accounts Receivable

Direct Dental Plans of America - Northglenn, CO

January 2015 to April 2015

Sales, lead generation, collection, accounts receivable, pivoting, marketing, promotions, social media, business to business sales, customer service, general office duties

Sales

Universal Printing Solutions, Inc - Westminster, CO

April 2014 to January 2015

Inside Sales, Lead generation, Business to Business sales, customer service, and general office duties

Glazier Apprentice

Quick Set Auto Glass - Henderson, CO

March 2011 to March 2014

Henderson, CO, Glazier + Shipping/Receiving/Warehouse, March 2011 - March 2014

Glass, Laminate, Lexanne cutting to dimensions/patterns. Sanding to a fine polished edge, Shipping, Receiving, Inventory/Restocking, warehouse management, custom auto glass cutting and installing, shipping, receiving, window/windshield installation, training, and windshield chip repairs, customer service, billing, office and industrial cleaning, forklift operation/maintenance(stand-up/cherry picker/sit-down/pallet jack/pallet jack rider), planning and building a new warehouse scheme, building racks for storage, assembly + more

Construction/Rehab Contractor

EB Customs - Gunnison, CO

December 2009 to March 2011

General carpentry in the Denver area, ceramic tiling, deck building, landscaping, painting, concrete work, customer service, billing, invoicing

Move Supervisor/Driver

Movemasters - Denver, CO

June 2006 to December 2009

Supervising and leading 2-8 man moving crews, training new employees, packing and moving households/offices/storage units/apartments, shipping and receiving of designer furniture, delivery of designer furniture, keeping track of warehouse inventory (including household goods stored), maintaining a clean warehouse and fleet of trucks, customer billing/invoicing, bill collection, customer service

Education

Google IT Support Professional Certificate in IT, Networking, System Administration

Coursera Online - Fort Collins, CO
September 2018 to August 2019

Associates Degree in General Studies/Computer Information Sstems

Front Range Community College - Fort Collins, CO
January 2013 to December 2017

GED

Front Range Community College
2010

Oswego High School - Oswego, IL
1994 to 1997

Skills

Microsoft Office (4 years), Forklift Operator (5 years), Customer Service (7 years), Management (5 years), Office Manager (2 years), Dreamweaver (Less than 1 year), HTML (3 years), Photoshop (3 years), Illustrator (1 year), Photography (3 years), Marketing (4 years), Market Research (2 years), Inside Sales (5 years), Closing (3 years), glazier (4 years), Business Development (2 years), Budgeting (2 years), Human Resources (2 years), Receiving (4 years), Collections (3 years), Accounts Receivable (2 years), Call Center (4 years), CSR (5 years), Customer Care (10+ years), Customer Support, It Specialist, Desktop Support (2 years), Information Technology (2 years), Help Desk, Tech Support, Helpdesk Support

Certifications/Licenses

PC Applications Specialist

I earned this certificate on the way to my AAS in Computer Information Systems from Front Range Community College in July, 2016.

Additional Information

From 2015 -2016, while running Silverback Movers, LLC, I gained extensive on the job experience in web design, social media, advertising with a budget, Microsoft Office Suite, Adobe CC, customer service, problem solving on the fly, planning, development, sales, business management.

I was able to take, and excel in very informative classes, including: Information Technology, HTML, JAVA, Adobe CC, Web design, PC Applications, Customer Service, Business Management, Marketing and more while at FRCC.

PERSONAL/WORK REFERENCES:

Henry Vigil, 970-471-9569
April Russell, 720-539-9561
Lana Novotny, 630-878-3018