

# Colton Phillips

Fort Collins, CO 80526

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Willing to relocate: Anywhere

## Work Experience

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### **Customer Support Specialist**

Waterpik - Fort Collins, CO

September 2018 to Present

- Retain active subscribers by providing cost effective offers
- Ensure above a 50% save percentage consistently
- Answer in-bound phone calls in an efficient and timely manner
- Monitor and manage support E-Mail: address more complex and rare issues
- Commercial account sales and retention
- Sales reaching \$2000 daily
- Data entry in Excel and MS Word

### **Restaurant General Manager**

TOPPER'S PIZZA (Closed) - Fort Collins, CO

July 2017 to June 2018

- Hire and train staff to franchisee specifications
- Motivate Team Members to live by the company's core values
- Control hourly and store labor >30%
- Setting a precedent for Team Members in high volume & high stress situations
- Performing detailed audits to Shift Leaders and Managers to ensure a clean store, friendly work environment, and a quality product
- Off-site local store marketing: Business of the week, apartment of the week, Q&A's, and event catering
- Weekly scheduling for the entire store
- Overseeing all operations of the store
- Placing food orders and overseeing nightly / weekly inventory
- Coaching on upcoming changes and SMK updates
- Maintaining a -.5% food variance
- Acting as human resource and dealing with difficult conversations

### **Assistant Store Manager**

CASUAL MALE XL - Loveland, CO

December 2016 to May 2017

- Creating customized looks for customers based off of occasion and personal preference
- Controlling truck orders and analyzing perpetual inventory
- Meeting sales goals in a competitive, commission-based environment
- Report directly to Store Manager to formulate new ideas to build sales

- Nightly book-work and petty cash counting
- Measuring guests dimensions and recommending tailoring if necessary
- Setting daily goals for staff and coaching if necessary

### **Retention Specialist**

RISE BROADBAND - Loveland, CO

January 2016 to December 2016

- Retain and de-escalate dissatisfied customers
- Provide special incentives in order to incentivize loyalty
- Dispatching service calls if the customer meets criteria
- Selling DirecTV and Dish network packages with Rise Broadband
- Answering overflow technical support calls and troubleshooting with customers
- Following strict quality assurance guidelines
- Studying and reciting company legalities to customers if applicable
- Adhering to a 15 point goal outlier (ex. Average handle time and retention rate)
- Primary department trainer

### **Customer Care Billing**

RISE BROADBAND - Loveland, CO

November 2015 to January 2016

- Answer in-bound calls (average 70 a day)
- Handle any and all billing/administrative questions
- Submitting tickets to technical support
- Upgrading and side-grading customers
- Recommend new products and services
- Represent Rise Broadband by following all quality assurance guidelines
- Train new hires

### **Assistant General Manager**

ARTE PIZZERIA - Loveland, CO

February 2013 to October 2015

- Oversee 20+ Team Members on a daily basis
- Make a high-quality product with coaching from the owner (a Naples Italy native)
- Weekly prep shifts with insiders
- Being efficient in an extremely high volume work environment
- Creating long-lasting bonds with guests; enforcing a hometown pizzeria feel
- Placing food orders twice weekly
- Daily and weekly cleaning tasks
- Counting the safe and trouble shooting if there are any high variances

## Education

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### **High School Diploma**

LOVELAND HIGH SCHOOL - Loveland, CO

May 2013

## Skills

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Customer service (7 years), Microsoft office (10+ years), MS OFFICE (10+ years), Operations management (2 years), problem solving (10+ years), Customer Support, Call Center, Desktop Support, Help Desk, CSR, Data Entry, Apple, Direct Support, Customer Care

## Assessments

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### **Customer Service Skills – Highly Proficient**

January 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [https://share.indeedassessments.com/share\\_assignment/deurpeqthl6fodnb](https://share.indeedassessments.com/share_assignment/deurpeqthl6fodnb)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Customer service  
Managing at high volume  
5+ years of management and training experience  
Microsoft office savvy  
Operations management  
Extensive food experience  
De-escalation of Team Members and Customers  
Troubleshooting and problem solving  
Quick learner