

Christopher VanRoyen

7000 E Kellogg Dr Apt H

Wichita, KS 67207

Cell: (316) 618-3463

Dedicated worker centered on customer service, efficiency and excellence. Proven to not crack under pressure, with the ability to learn new skills quickly and perform them to the highest standards. Always looking for new ways to increase efficiency and to improve upon existing policies and procedures. Can work independently or in a team environment. Looking for a career to grow into with intent on advancement. Willing to do whatever is needed to get the job done.

Experience

March 10, 2015 - Present

Truck Parts and Equipment/FleetPride Returns Department

- Customer Service - phone, face and email
- Multitasking - able to manage a multitude of projects from different sources and varying deadlines
- Process and manage returns - Only dedicated returns employee in the state of Kansas
- High computer skills - email, excel, word, and intercompany programs
- Forklift certified (5+ yrs total experience)
- Maintaining a clean environment - office and warehouse environment
- Maintain records and credits for entire company's customer base
- Crediting customer accounts and handling upwards of \$30,000/day
- Continuous communication with vendors and manufacturers on company returns and warranties
- Great self management skills whilst still keeping team communication a key factor
- Promoted from in-town driver to returns on hire date from temp agency

November, 2014 - March 10, 2015

DES temp agency stationed at Truck Parts and Equipment

- Started as an in-town driver to deliver parts
- Helped with stocking and any other task designated to me when not on deliveries
- Was promoted multiple spots to run returns department on full-time hire date

September 2013 - November 2014

Stay at home Dad

- Cared for a newborn 24/7
- Kept the house clean
- Run errands
- Paid the bills

Late 2011 - late September 2013

Wendy's Assistant Manager

- Assisted in hiring and firing of employees
- Assisted with employee reviews
- Kept track of money, daily sales and deposits
- Managed and ran a shift - average crew 5-9 employees
- Complete customer service
- Employee of the Month 3 times
- Went to night shift to "fix issues" and raised profits by 17% in 3 months on that shift

Late 2009 to mid 2010

Post Office

- High efficiency skills required - 1/800 error rate allowed
- Had to key in images into the computer for proper mail delivery
- High typing speeds required- 70+ wpm with 98.5% accuracy

Education

Butler CC

- Took a year of General Education classes, then stepped down to support my family.
- Started classes again 06/04/2018

Worked on and off in supervisor positions between McDonalds as a first job, and a few warehouse jobs

throughout. Unfortunately, dates are not remembered.