

# Jeff Rossiter

**Obtain a position as a customer service representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.**

Oil City, PA 16301

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Authorized to work in the US for any employer

## Work Experience

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### **FedEx Package Handler**

FedEx Ground - Franklin, PA

October 2021 to Present

Basic package handler duties. Scanning packages to correct routes, loading to correct truck, other general shop labor.

### **Metal Pickler**

Protek Metal Inc - Emlenton, PA

November 2020 to June 2021

Clean and service freight train parts for G&E. Have received numerous raises due to work ethic. Experience with power and hand tools. Overhead cranes, operating forklift, etc.

### **Laborer/Customer Service**

SMS Group - Oil City, PA

June 2016 to November 2020

General shop labor. Also dealt with various customers and clients to make sure our services being offered were to their standards. Quality control.

### **Customer Service Associate**

Goodwill Industries - Clarion, PA

February 2013 to June 2016

Handled day to day customer service duties for the front of store. Clothes processing.

### **Warehouse Worker/Delivery Driver/Customer Service Associate**

Clarion Fruit Company - Clarion, PA

January 2011 to February 2013

Correctly gather all products for delivery for various different places of business. Loading and unloading deliveries from truck. Driving delivery truck to different business locations around surrounding area. Talk with new and existing clients to better their services. Bring on new clients for the business.

### **Customer Service Associate**

Arby's Restaurant Group / Inspire Brands - Clarion, PA

June 2008 to January 2011

Handled front line and drive through cashiers. Typical day to day customer service responsibilities.

## Education

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### **Trade School in Welding**

Triangle Tech Inc-Dubois - 16 months

April 2016 to November 2017

### **12 in General**

Clarion Area Jshs

### **High school diploma or GED**

## Skills

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- Order Picking
- Quality control (3 years)
- Manufacturing
- Shipping & Receiving
- Painting
- Cleaning
- Customer service (10+ years)
- Customer support (10+ years)
- Customer acquisition (7 years)
- Computer skills (10+ years)
- Computer operation (10+ years)
- Various computer programs (10+ years)
- Hand tools
- Forklift
- Load & Unload
- Delivery Driver Experience
- Freight Experience
- Warehouse Experience
- Packaging
- Microsoft Word
- Quality Inspection
- Food Preparation
- Order Picker
- Quality Assurance
- Materials Handling
- Assembly
- Welding

- Restaurant Experience
- Typing
- Microsoft Office
- Blueprint reading
- Data collection (4 years)

## Awards

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### **Customer Service Training**

March 2018

Awarded certificate of completion and outstanding performance for customer service "Who Cares" training.

## Certifications and Licenses

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### **Customer service "Who Cares?" training.**

Present

Proper ways to deal with customers and general public and a professional manner.

## Assessments

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### **Customer focus & orientation — Highly Proficient**

October 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Sales skills — Proficient**

October 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Retail customer service — Proficient**

August 2021

Comprehending and responding to retail customer needs

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

September 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Sales fit — Proficient**

October 2021

Measures the traits that are important for success in sales positions

Full results: [Proficient](#)

### **Forklift safety — Proficient**

September 2021

Best practices and safety hazards in forklift operation

Full results: [Proficient](#)

### **Proofreading — Familiar**

February 2022

Finding and correcting errors in written texts

Full results: [Familiar](#)

### **Delivery driver — Completed**

September 2021

Interpreting instructions or signs and solving problems

Full results: [Completed](#)

### **Administrative assistant/receptionist — Completed**

February 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

### **Warehouse associate — Completed**

September 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Completed](#)

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