

CUSTOMER SERVICE PROFESSIONAL

Jorden Doerflinger

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EXPERIENCE

TRAIN CONDUCTOR, TACOMA RAIL; TACOMA, WA – 2018-2021

- Communicate with customers and local main line railroads to ensure accurate, timely, and safe delivery of product.
- Work together with crew members as well as managers, port coordinators, and yard masters to safely move rail equipment in to and out of ports, industries and to and from main line rail roads.
- Communicate via radio and hand signals to direct train movement.
- Brief crew on hazardous materials placement, compliance, and regulations to ensure compliance with federal and local rules and regulations.
- Work as a special assistant to our local union 556 to help mitigate contract disputes between union members and the rail carrier as well as assisting in upcoming contract negotiations.

TRAIN CONDUCTOR, BNSF; SEATTLE, WA – 2013-2018

- Ensured the train is in compliance with orders, signals, rules, and regulations.
- Maintain effective communication with engineers, yard personnel, and supervisors.
- Inspect locomotive equipment to ensure items are in working order and report broken equipment to supervisor to avoid safety hazards.
- Effectively demonstrated teamwork while working with train crews to get tasks done quickly and efficiently while in compliance with state, local, and company laws and safety regulations.
- Keep accurate records in regards to train length, weight, and cargo materials.

WAREHOUSE ASSOCIATE, OVERHEAD DOOR; FIFE, WA – 2012-2013

- Prepared customer orders by processing requests, pulling materials, packing boxes, and loading items into delivery vehicle.
- Deliver products quickly and safely to various vendor locations using a box truck.
- Maintain a safe and clean working environment by keeping shelves, workstations, and loading dock orderly and up to company standards.
- Provided a professional and customer service attitude at all times.

SALES AND SERVICE, LES SCHWAB; ENUMCLAW, WA – 2007-2012

- Inventory management and control.
- Problem identification, assessment, and resolution.
- Customer service and sales.
- Read and interpret manuals and instructions.
- Stayed current on company products, services, and regulations to support internal and external customers.

EDUCATION

Austin Coding Academy, Full-Stack Web Development; Jan 2021-Present

SKILLS

- Microsoft Office
- Customer Service
- Effective Communicator