

# Jason Coles

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## ABOUT ME

Delivers customer value through relationship building and product expertise. Enjoys being a trusted advisor to the customer by identifying solutions to potential problems, striving to be a product expert and taking on the role of the voice of the customer to others in the organization.

Great communication and decision-making skills allow me to contribute throughout an organization. Proven multitasking ability and develop and improve processes to help meet the overall goals through upselling opportunities and increase customer adoption.

## SKILLS INVENTORY

Customer Service  
Experienced Trainer  
Time Management  
Attention to Detail  
Verbal & Written Communication  
Cross-Functional Team Collaboration  
Creative Problem Solving  
Process Improvement  
Conflict Resolution  
Account Management  
Event Management  
Event Venue Coordination  
Operations Management  
Financial Tracking & Reporting  
Inventory Tracking & Control  
Quality Control  
Records Management  
Cross-Cultural Communication

## TECHNICAL PROFICIENCY IN

MS OFFICE {WORD, EXCEL, POWERPOINT} | SALESFORCE | POINT-OF-SALE SOFTWARE

## EDUCATION

University of Nevada, Las Vegas  
| Las Vegas, NV | BS |  
Hotel Administration | 1996  
Portland State University  
Lean Certificate | 2018

## MILITARY EXPERIENCE

**SENIOR AIRMAN** • 1989 -1993  
**UNITED STATES AIR FORCE**  
Wright-Patterson AFB, Ohio

## Achievements:

Medical Squadron, 1<sup>st</sup> Quarter –  
Airman of the Quarter, 1991  
AF Commendation Medal, 1993

## CAREER HIGHLIGHTS

- Received a 97% success rating as Implementation Specialist at Crescent Systems, managed successful training of employees at more than 100 golf courses in-person and on-line with tight deadlines with limited resources
- Innovative problem solving and development of new training materials to meet a wide variety of customer abilities
- Trusted and experienced communicator in relaying customer needs between multiple departments.

## EXPERIENCE

**TRANSPORTATION COORDINATOR** • 2015 – June 2018

**CHARLIE'S PRODUCE** • Wholesale Produce Company • Clackamas, OR

### Competency Highlights:

**Fleet Dispatch** Supervise the daily dispatch of 30 to 50 vehicles and drivers delivering to 250 to 700 locations per day.

**Customer Service** Provided Charlie's team members and clients guidance, support and direction through phone, email, and online applications increasing overall satisfaction for internal and external customers

**Innovation | Process Improvement** Introduced systems to improve delivery and tracking processes. Continuously monitor processes to refine system efficiency.

**Training Curriculum Development** Overhauled and developed new training materials and methods to improve driver training and customers service.

**Data Analysis** Implemented system to analyze data to fine-tune and streamline the delivery process, increase profit and eliminate waste.

**TOURNAMENT AND EVENT SALES/COORDINATOR** • 2004 – 2014

**STONE CREEK GOLF COURSE** • Public Golf Course • Oregon City, OR

### Competency Highlights:

**Sales/Managed** Sold and Managed more than \$750,000 in business each year.

**Customer Service** Exceeded customer service expectations through attention to detail, innovation and excellent organization.

**Communication** Provided clients excellent guidance, support and direction in person and through phone, email, and online applications.

**Event Management** Developed processes and guidelines for successful and efficient tournament operations.

**Staff Training & Delegation** Managed event staffing, training and assigned tasks for team members to ensure smooth event operations.

**Process Improvement** Created new documents and internal guidelines to assist in the organization of tournaments/events and thorough follow up.

**IMPLEMENTATION SPECIALIST** • 1999 – 2004

**CRESCENT SYSTEMS, INC.** • Golf Course/Club Mgmt. Software • Libertyville, IL

### Competency Highlights:

**Venue Coordination** Coordinated and trained in over 100 private, public, dining clubs and gun clubs throughout the USA and Guam.

**Innovation | Process Improvement** Generated high level of comprehension through innovative and pertinent training.

**Training Curriculum Development** Developed easy-to-use training materials to address staffs with differing levels of software and learning competency.

**Time Management** Overcame training obstacles in active work environments through excellent time management and adaptation.

**Software Coordination** Worked with development teams to improve our suite of golf software solutions to over 200 facilities. Software facilitated multiple functions, including tee sheet, point-of-sale, inventory control, food & beverage/fine dining and accounting.