

Jeff Hicks

Experience

2020 - 2022

CSA Apex Systems

Investigated customer concerns and resolved their issues. Collected data on ticket types. Invented a faster workflow used to train other employees. Provided and received feedback.

2018 - 2020

Account Manager Buddy's Home Furnishings

Motivated customers to keep their accounts open with the company. Coordinated merchandise delivery and pickup, often assisted the delivery technicians. Recorded customer interactions. Received company recognition for most money collected.

2016 - 2018

Team Lead Blueprint Consulting Services

Supervised a crew of 15 customer support agents. Developed training plans for agent growth and success. Encouraged the agents to hit or exceed expected metrics. Documented agent's growth and development. Weekly reporting to the Project Manager.

2013 - 2016

Rail Logistics Coordinator Eagle Intermodal

Planned train arrivals and departures. Identified shipping destinations and assigned the freight accordingly. Organized twice daily meetings with the Train Master. Cataloged chassis and container inventory.

Education

2022

Coding Certificate

University of Washington

2011-2013

General Studies

Green River Community College

Skills

- HTML/CSS/JS
- React/Node
- Leadership
- Organization
- Problem solving
- Teamwork

Contact

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