

PAUL DUNCAN

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Summary

Forward thinking Customer Service Agent and Project Manager with over 4 years experience managing projects, problem solving, effective and friendly customer service and full cycle experience in client relations . Adept at creating effective communication between customers and suppliers. Proactive, self motivated team player. Experienced in the full process of account registration, purchasing and invoicing. Skilled client relationship builder and innovative problem solver.

Skills

- Client Account Management Skills
- New Account Development
- Complex Negotiations
- Patient and Effective Communication
- Experienced in Account Registration and Invoicing
- Understanding of Project development and lifecycle
- Verbal/Written Communication
- Energetic & Dependable self-starter
- Well Versed in Basic Systems (Excel, Word, etc.)
- Basic Knowledge of HTML

Experience

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| ● 08/2021-Present Ezcater Denver, CO | Customer Service Agent <ul style="list-style-type: none">• Overnight customer service agent well versed in completing various complex tasks, handling calls, general inbox and publishing customer reviews.• Experienced in freedom, liberty and slack.• Understanding of the full life cycle of orders including drafting, coordinating production and delivery and billing.• Efficient coordinator and problem solver. |
| 02/2021 - 05/2021 Serenity Sliding Door Systems Colorado Springs, CO | Project Manager <ul style="list-style-type: none">• Utilized project schematics, drawings and specifications to complete detailed and highly accurate take-offs.• Modified and reconstructed project plans to better align with organizational objectives.• Coordinated complex projects with manufacturers, distributors and general contractors• Partnered with leadership and marketing to generate ideas for increased quote requests.• Oversaw customer inbox developing estimates, or coordinating with other departments to deliver solutions and quality customer experience. |
| 01/2018 - 05/2021 Colorado Doorways Denver, CO | Project Manager <ul style="list-style-type: none">• Built strong and lasting relationships with subcontractors and vendors to optimize cost savings and complete a timely project cycle.• Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service, and used customer feedback to identify necessary process improvements.• Consistently delivered 20-30 completed projects on time each month by prioritizing and balancing an average of 30-50 emails/phone calls per day.• Assisted clients by implementing our services; and being readily available to refer clients to the necessary departments after services were implemented.• Worked with senior leadership to generate and relay proposals to end users. |
| 09/2013 - 01/2018 Colorado Doorways | Locksmith Technician <ul style="list-style-type: none">• Demonstrated leadership by making improvements to work processes and helping to train others. |

Denver, CO

- Maintained records of company keys and locks for master key systems.
- Cut new keys and duplicated existing ones by using key cutting machines.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Education and Training



Colorado Springs, CO

Bachelors in Economics in Economics

Pikes Peak Community College

2nd year student currently enrolled to pursue a Bachelor's Degree in Economics.