

Zachary Thomas

Product Specialist - Whisker

Sterling Heights, MI 48313

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(586) 243-4967

Work Experience

Product Specialist - Connect Expert

Whisker - Auburn Hills, MI

July 2020 to Present

- Daily customer interaction, either via phone or email, to assist them in resolving all issues they experience with the unit.
- Create a variety of reports to assist my leadership team and fellow co-workers.
- Assist my leadership team with training and teaching other employees on new policies and products.
- Handles all offline orders for international customers in countries we did not officially ship to.
- Troubleshooting of documents and collaborated in email template creation for our newest product.
- Provides data to the engineering team to so they could pinpoint and resolve issues.
- Became a Connect Expert to best support the team and customers with onboarding new and older units.
- Excels at completing all personal and company-created goals set before me.
- Handles certain supervisor escalation to best assist our customers in accordance with policy.

Major Sales/Cashier

Costco Wholesale - Shelby Charter Township, MI

October 2014 to July 2020

- Skillfully prepared merchandise for distribution and placement across sales floor.
- Trained and developed new sales team associates in product knowledge, selling techniques and company procedures.
- Handled and processed cash and credit card transactions.
- Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers.
- Welcomed customers into the store and helped them locate items.
- Provided ongoing guest service, including Electronics advice.

Waiter

Twin Lakes Golf Course - Oakland Township, MI

October 2013 to September 2014

- Maintained clean and presentable tables with tableware, glassware, silverware and linens.
- Maintained clean dining room, lobby and service areas at all times.
- Handled customer complaints with poise and grace, resolving issues by contacting the manager.
- Used cash registers and credit card machines to cash out customers,

Banquet Captain

Palazzo Grande - Shelby Charter Township, MI

September 2011 to September 2013

- Liaised with venue management to monitor logistics and timelines.
- Supervised and mentored kitchen and serving staff.
- Oversaw timeliness and quality of food delivery at high-volume events.
- Delivered quality service by providing a warm and welcoming environment
- Assisted in preparing dining room for special upcoming functions, including decorating and generating and printing out special group menus using Microsoft Word.

Education

College Studies in Computer Science

Macomb Community College - Clinton Township, MI

September 2013 to May 2015

High school diploma 2013

Eisenhower High School - Shelby Charter Township, MI

Skills

- C+ (1 year)
- Computer networking (2 years)
- Word (10+ years)
- Customer Service (10+ years)
- Microsoft Office (10+ years)
- Data Entry
- Salesforce (1 year)
- Cash Handling
- Git

Assessments

Call center customer service — Expert

March 2020

Applying customer service skills in a call center setting.

Full results: [Expert](#)

Customer focus & orientation — Highly Proficient

March 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Technical support — Highly Proficient

October 2019

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

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