

Scott St. John

Berthoud, CO 80513
scottst.89@gmail.com
+1 406 200 0567

Willing to relocate to: Loveland, CO
Authorized to work in the US for any employer

Work Experience

Customer Service Agent

Qualfon - Berthoud, CO
August 2021 to Present

I work on a campaign for a company called ezCater. I work remotely taking customer service calls to help people who order food off our website or take calls from restaurants that may need help.

CSR - Customer Service Representative

High Plains Bank - Longmont, CO
October 2019 to July 2020

I was responsible for being a Teller for the bank as well as handling certain tasks that were required for account management. As a CSR or teller we were the banks first point of contact with our. Customer service and customer care were vital in this position.

HRM Representative

BC Services - Longmont, CO
August 2019 to October 2019

Call center environment. Making outbound calls and taking inbound calls for medical billing. Assisting people with their medical bills.

Teller I

Guaranty Bank and Trust Company - Longmont, CO
January 2019 to May 2019

I work both inside the teller line and the drive up teller line handling bank transactions. I also lead customers in the right direction when they are trying to open new accounts and/or get more services. I am a closing teller responsible for night time closing duties such as running our transactions, balancing my drawer and balancing the vault. Customer service plays a major role as a Teller I.

Tech Support Agent

Rise Broadband - Loveland, CO
July 2018 to December 2018

Duties included: Over the phone tech support agent. I take inbound calls to help resolve internet, phone, or email problems and assist with any other questions customers may have when calling in. I use a multi-monitor computer setup and use various programs on the computer while talking to customers over the phone.

Wireless Consultant

Verizon Wireless Cellular Plus

February 2017 to April 2018

Duties Included: Sales position. I am responsible for hitting my own personal sales goals as well and our store goals. I work with excel and word a lot in this position. Responsible for a lot of handling of products and cash handling. Customer service is key to giving the best possible solution and service for Verizon Wireless customers.

Reason For Leaving: Current employer.

Technician

Xfinity/Comcast

November 2015 to February 2017

Duties Included: Installing and repairing coaxial cable and telephone lines running into customer's homes. Also responsible for setting up Xfinity equipment in customer's home.

Reason For Leaving: Voluntary Quit

Car Detail

King Buick GMC

November 2013 to November 2015

Duties Included: Thoroughly cleaned both customer cars and cars that are being sold on the lot.

Reason for Leaving: Better job opportunity

Tech Sales Supervisor (Sales Manager)

Staples - Loveland, CO

May 2012 to September 2013

Duties Included: As the Tech Sales Supervisor I am responsible for sales throughout the store and also to train and motivate my team in order to drive sales, keep an efficient computer repair center for customers, maintain and constantly build great customer service, and provide an overall positive and hard-working environment to meet and exceed all of our goals. Building rapport with customers is a huge factor in selling for our company, so it plays a big role in what I do in order to provide a friendly sales experience while in doing so still finding a total solution for the customer based off the needs that they provide to me. I am also certified to make onsite visits to customers in their homes for computer repairs, setups, installs of software, removals of viruses, and diagnostic work. I make sure my team fully understands that customer service overall is our number one priority. In this position I have also become a Microsoft Advisor. I have been trained in have knowledge of a wide variety of Microsoft products including Microsoft Office.

Reason for Leaving - Moved to Montana.

Education

Some college

High school diploma or GED

Skills

- cash (3 years)

- Customer service (10+ years)
- Retail Sales (6 years)
- Desktop Support
- Tech Support
- Service Desk
- Help Desk
- Helpdesk Support
- Sales Management
- Microsoft Windows
- Network Support
- 10 Key Data Entry (10+ years)
- Operating Systems
- Remote Access Software
- VPN
- Sales (7 years)
- Live chat

Certifications and Licenses

GED

Assessments

Sales fit — Proficient

July 2019

Assesses personality traits that are important for sales roles.

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Proficient

July 2019

Planning and managing resources to accomplish organizational goals.

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Basic computer skills — Proficient

July 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Proficient](#)

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

Additional Information

Other Skills:

Cash handling experience; Microsoft Advisor; Experienced in Word and Excel; Great Typing; 10 key; Great Math Skills; Long Term sales and customer service experience with commission sales experience as well