

Travis A. Swift

travis.arthur.swift@gmail.com

[LinkedIn](#)

(512) 820-3337

Experience:

Customer Service Representative

Starlink | SpaceX, November 2024 - Present

- Troubleshoot Starlink satellite equipment, including modems, routers, power supplies, and antennas, to quickly restore internet connectivity.
- Assist customers with billing, shipping, service activation, and account management inquiries.
- Provide step-by-step guidance to customers for equipment setup, repair, and optimization.
- Collaborate with internal teams to escalate and resolve complex technical problems while ensuring a seamless customer experience.
- Maintain detailed case documentation to ensure accurate tracking of support interactions and resolutions.
- Consistently deliver high-quality customer service by demonstrating empathy, active listening, and clear communication.
- Achieve performance metrics, including resolution time, customer satisfaction, and first-call resolution.

Sales Retention

Spectrum, Sept. 2023 - Present

- Product Knowledge and Upselling: Proficient in communicating product features and benefits, effectively upselling and cross-selling telecom services to existing customers.
- Adhering to Call Flow expectations while developing rapport and discovering needs to retain customer accounts.
- Demonstrating value and building excitement with customers to maintain Spectrum's success.

Lead Customer Service Representative and Trainer (Remote)

Psycho Bunny, Feb. 2022 - March 2023

- Built a thriving department from four to twenty-five agents handling email, phones and chat.
- Developed company-wide macros and scripts, standardizing high-quality customer interactions.

- Spearheaded instructional design employing platforms such as Loom, Zoom, and MS Office creating training and reference resources.
- Experienced in ZenDesk, Gorgias, ShipStation, Brightpearl, Shopify, Slack, CMS, and CRM.
- Responsible for entering customer data and orders into CRM/Shopify/CSM software with 99% accuracy.
- Managed large datasets in Excel to track project outcomes.

Customer Service Trainer and Agent (Remote)
Loop, July 2017 - Feb. 2022

- Pioneered as the second employee, laying the foundation for the company's customer service excellence.
- Managed and optimized the customer service ticket queue using platforms like Zendesk and Shopify.
- Developed company-wide macros and scripts, standardizing high-quality customer interactions.
- Spearheaded instructional design initiatives, creating compelling and effective training programs for new and existing staff to handle challenging customer queries.
- Proficient in Zendesk, ShipStation, Slack, Google Classroom, Loom, HelpTree, and Shopify.

Contract Employee (Remote and Onsite)
Various Clients and Locations, April 2012 - May 2017

- Garnered Handy's first-ever five-star review on Yelp, setting a precedent for service quality.
- Achieved top sales award during the holiday season at Apple.
- Fulfilled diverse roles in general office work, customer service, and sales across multiple assignments, including with Apple and Austin 311.
- Adapted quickly to various work environments and software tools, meeting and often exceeding project goals and KPIs.

Store Manager
Starbucks Coffee Company, April 2001 - October 2012

- Achieved an impressive 18% year-over-year growth for six consecutive years, making it one of the top-performing stores in the region.
- Consistently recognized for outstanding store performance, cleanliness, and exemplary customer service.
- Developed and promoted numerous employees from entry-level roles to store management positions.
- Integral member of the team that launched the Black Apron program.

- Served as a Classroom Facilitator/Trainer for new hires, supervisors, and safety programs, leveraging my skills as a leader and trainer.
- Publicly spoke at large gatherings, including conferences and meetings with C-Suite executive leaders.
- Oversaw daily operations, including KPI monitoring, sales targets, inventory management, and compliance with safety and cleanliness standards.
- Used Excel to track, manage, analyze and forecast budgets and P&L statements.

Quality Assurance Manager/Plant Operator/Sales

CEMEX, USA - Austin, TX

May 1988 to October 2000

- I started in the Ready-Mix Concrete business as a field technician and became a plant manager, salesman, and Quality Control Manager.
- Adhering to ASTM standards while performing quality control and troubleshooting of fresh and hardened concrete and aggregates.
- Customer Service and sales.
- Concrete Plant Operator and Heavy Equipment Operator.
- ACI Certified Concrete Testing Technician.
- ACI Field Certification Proctor for Concrete Testing Technician Level 1.
- Production of concrete for residential and commercial projects
- Troubleshooting concrete in the lab and the field.
- Participated on projects such as The Dell Children's Hospital of Austin, UT stadium expansion, Mopac and Hwy 183 interchange.
- Management and operation of multiple concrete plants and a concrete testing lab.
- Front End Loader operator.
- Commercial and residential sales.

Education

- | | |
|--|-----------------------------|
| • Web App JS Developer Course | Ancora College |
| • Full Stack Developer Boot Camp | University of Texas |
| • Concrete Field & Lab Testing Tech Level II | American Concrete Institute |
| • Commercial Art & Graphic Design | Foothill Community College |
| • Small Engine Repair | De Anza College |
| • High School Diploma | Los Altos High School |

Volunteer Activities

- Sports Announcer
- Phone Counselor
- Den Leader

Miracle League at Town and Country
Texas Runaway & Youth Crisis Call Center
Boy Scouts of America