

MICHAEL C WINCHESTER

10922 SE 51st Ave, Milwaukie, OR 97222 : 503-686-4797 : michael.c.winchester@gmail.com

QUALIFICATIONS:

- Strong communication and customer service experience as a result of working in a variety of industries including: Business Communication, Marketing, Sales, Customer Service and Trade Shows
- Inbound call center and technical support
- B2B website and intranet administration
- 15 plus years experience as a Windows / MS Office user
- Provided training for co-workers and/or clients in nearly every position held
- Freight logistics and shipping
- Familiar with a wide range of power and hand tools
- Forklift operator

WORK HISTORY:

EXHIBITS NORTHWEST (\$14/hr)

Show Services / Exhibit Rentals

02/08 – 02/11

Milwaukie, OR

Set up, dismantle and pack displays for trade shows; modify display components for custom applications; supervise trade show labor on location for large display installations; repair and maintain displays for turnkey clients; build and repair wood crates for shipping; ship and track freight to and from trade shows

FOSTER AUTO PARTS (\$12/hr)

Inventory Associate

08/07 – 02/08

Portland, OR

Maintain correct parts inventory via physical counts and data entry, update incoming vehicle information, update daily vehicle and part relocations

KARAOKE DJ (\$16/hr)

(Chan's Steakery / Porter House / Elk Rock Bar & Grill)

11/05 – 6/07

Milwaukie, OR

Provide quality karaoke show, customer service and Q & A, form creation for marketing purposes, provide background "filler" music for show, maintain music & lighting equipment

CASCADE CONTROLS NORTHWEST** (\$11/hr)

Control Wiring Technician

07/04 – 11/05

Portland, OR

Mechanical assembly of small control power supply, control wiring via wiring schematic; continuity testing for QA; layout and training for production of wiring harness assemblies

NORTHWEST PUMP / SOLVONE (\$11/hr)

Help Desk / Customer Service Rep

11/03 – 07/04

Portland, OR

Provide technical support via inbound calls and email requests for service station repair; trouble shoot and resolve issues with service station POS systems; dispatch service technicians, schedule repairs and track status

Temporary Assignments

Data entry, Sales Support & Project Coordination, Customer Service

12/02 – 11/03

Portland, OR

THE STANDARD** (\$11/hr)

Data Entry / File Auditor

03/02 – 12/02

Portland, OR

Audit insurance agent and broker files for required documentation per state guidelines, verify & update internal and online data bases as needed

INVISION EXHIBITS** (\$11/hr)

Production Technician / Display Coordinator

02/01 – 03/02

Portland, OR

Produce custom display components, graphics application, display assembly and customer training, tracking and storage of rental displays

INFOCUS** (\$32k/yr)

B2B Web Coordinator / Internet Sales Admin

07/99 – 02/01

Wilsonville, OR

Provide access to secure B2B website for employees and business partners; provide training for use of online product catalog; maintain online product catalog content; administrator for end user online store including maintenance and revenue reports; track online reseller product pricing;

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WORK HISTORY:

INTEX INTERNATIONAL EXHIBITS (\$27k/yr)

03/97 – 07/99

Project Manager / Customer Service Rep / Designer

Portland, OR

Process orders for displays providing component list, detail drawings, set-up instructions, custom crate designs and packing instructions and shipping arrangements; provide custom display designs per request; provide training for clients; update and maintain display component library

A-TEMP HEATING & COOLING (\$15/hr)

04/95 – 03/97

Project Coordinator / Service Manager / Dispatcher

Clackamas, OR

field all incoming repair requests, provide basic troubleshooting over the phone, dispatch service technicians as needed; track service department revenue, track inventory; coordinate equipment installation including scheduling, purchasing equipment and materials, obtaining permits; job cost and proposal proofing; administrate PC network; provide technical support for office staff;

ROBBEN & SONS HEATING (\$9/hr)

07/92 – 04/95

Dispatcher / Customer Service / Telemarketer

Portland, OR

Handle all incoming repair requests, provide basic troubleshooting over the phone, dispatch service technicians as needed; maintain parts inventory for service department; sell or renew equipment maintenance contracts

**** Temporary Assignments**

EDUCATION:

ITT Technical Institute

1990 – 1992

Earned Associates Degree in Computer Aided Drafting

Portland, OR

Benson Polytechnic High School

1986 – 1990

Majored in Architectural Drafting

Portland, OR

References available upon request
