Chad Martin McBeth

5017 NE 22nd Ave.

Vancouver, WA 98663

(360) 314-5285

themcbeths@rocktmail.com

Summary: Customer Service/ Tire Sales & Installation/ Forklift Operator

Accomplishments:

Customer Service/ Tire Sales

Forklift operator

Computers

Teamwork

Supervision

Strategic Planning

Experience:

Les Schwab Tires

Customer Service/Sales and Service

Nov 1,2010 - Current

Repair flats, sale new wheels and tires,

recommend alignments and brake work, deliver and pick

up parts in the company vehicle,operate company

forklift to move stock and to load and unload freight

trucks,

US Navy Bremerton, WA

March 26, 2007 to July 15, 2010

Customer Service Representative and Information Technician

Checked to ensure that appropriate changes were

made to resolve customers' problems.

Executed daily operations of over 5000 users,

1200 computers, 22 network servers.

Obtained and examined all relevant information

in order to assess validity of complaints and to

determine possible causes, such as severe heat

conditions that could increase lag of computer

speed.

Kept records of customer interactions and

transactions, recording details of inquiries,

complaints, and comments, as well as actions

taken.

Recommended improvements in products, packaging,

shipping, service, and billing methods and

procedures in order to prevent future problems.

Trained 16 people and managed 18 people and

achieved significant improvements in their

productivity.

Contacted customers in order to respond to

inquiries and to notify them of claim

investigation results and any planned

adjustments.

Trained 16 people in customer service and

information technician.

Resolved customers' service complaints by

performing activities such as exchanging

merchandise.

Supervised and managed customer service help

desk for USS John C. Stennis.

Ordered tests that determined the causes of

product malfunctions.

Supervised 16 employees, scheduled work hours,

resolved conflicts.

Compared disputed merchandise with original

requisitions and information from invoices, and

prepared invoices for returned goods.

Successfully managed a 16 person team working

customer service help desk.

Reviewed claims adjustments with dealers,

examining parts claimed to be defective and

approving and disapproving dealers' claims.

Structured and maintained a customer service

help desk and hours of operation.

Referred unresolved customer grievances to

designated departments for further

investigation.

Conferred with customers by telephone and in

person in order to provide information about

products and services, to take orders and cancel

accounts, and to obtain details of complaints.

T&J Foundation Vancouver, WA

Set up & Finish concrete foundations Nov 2006 to

January 2007

Would Set up footing boards to be a barrier for

concrete, built walls to make basement walls, run

pump truck hose, mag finish concrete, insert anchor

bolts to start building house on. job clean up and

removal of footing boards and walls.

Big 5 sporting goods Vancouver, WA

Sales representative Sep 2006 to Nov 2006

lead sporting good sales rep, would set up and take

down weekly sales and monthly sales, worked holidays.

Plant Services Portland, OR

Material Handler, Forklift/Hyster Nov 2005 to August

2006

Operator

operated forklift and hysters, over head jib crane,

Maintenance and kept track of all tools and tool

issue room. stick and wire fed welding never got my

certificate though.

Education: Mapleton High School Mapleton, Oregon

High School Diploma 2001-2005

References:

Monty Rickey - (360) 907 - 1501 Known 10+ Years - Pevious Employer

Matt Siminson - (360) 275 - 8108 Known 3+ Years - Previous Employer

Jim Motichka - (541) 964 - 3383 Known 10+ Years - Friend

John Nelson - (541) 554 - 7257 Known 10+ Years - Friend

Thank You,

Chad M. McBeth