Quincy L. Fluker

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**OBJECTIVE:**

Acquire a position that offers challenge, training and opportunities for growth.

**EDUCATION:**

Portland Community College: June 2010 - Present

Major Course of Study: Facilities Maintenance Technology (HVAC/R)

Anticipated Graduation: June 2013

Certifications: HVAC/R-Installer/CFC Brazing Certificate

Benson Polytechnic High: September 90’ - June 94’

Major Course of Study: Electronic Systems/Arch. Drafting

Graduated: June 1994

**RELEVANT SKILLS & EXPERIENCE:**

**CUSTOMER SERVICE**

* Fifteen (15+) years experience in diverse customer service and warehouse environments.
* Five (5+) years experience in construction / labor industry.
* Developed a reputation for delivery of excellent customer service by:

…Effectively obtaining information from diverse clients, customers, patients, and others.

…Investigating and resolving customer concerns, grievances and/or complaints in a timely effective manner.

…Monitoring results and providing quality follow-up and tracking/reporting marketing trends.

* Analyzing sales activities and applying product knowledge to marketing of quality products and goods.
* Use of computers to enter, access, and retrieve data; process credit/debit card transaction, maintain records, forms, files, etc.
* Exercising diplomacy and tact explaining policies and procedures to diverse groups and individuals.
* Investigating and resolving complaints and grievances in a timely manner.
* Highly principled and strong sense of morals, values and integrity (honest, reliable, and productive).

**ADMINISTRATIVE**

* Five (5+) years experience performing team lead/supervisory responsibilities and duties.
* Highly skilled and experienced in use of MS Office applications (Word, Excel, Internet-Process 40+WPM).
* Knowledgeable and experienced in basic bookkeeping/accounting functions (balancing books/ledger, preparing daily/monthly sales reports, etc).

**EMPLOYMENT HISTORY**

* Feb. 2011 - Oct. 2011: **Kelly Services /Columbia Sportswear-**Warehouse & Shipping **Jervis Webb -** Bag-Jammer/Utility{PDX conveyer testing}
* Jan. 2008 - Feb. 2011: **Momentum Records** - Self-Employed - Part-time Musician / Tour Support
* Feb. 2008 - June 2009: **Volunteered in Portland Public Schools**
* Nov. 2007 - Jan. 2008: **Target** - Backroom Clerk
* Aug. 2005 - May 2007: **New Seasons Market** - Graveyard Grocery Freight Manager
* Feb. 2001 - Feb. 2004: **Momentum Records** - Self-Employed - Musician / Tour Support
* June 1998 - Jan. 2001: **Kelly Services** - Customer Services/Sales Representative
* July 1997 - Jan.1998: **Nike** (**Beaverton Employee Store**) - Customer Sales/ Retail Rep.
* Feb. 1996 - Dec.1996: **AmeriCorp/Mult. County District Attorney’s Office** - Community Safety Advocate
* July 1995 - Oct.1995: **United Parcel Services** (UPS) - Summer Casual Laborer
* July 1990 - Jan.1992: **T.J.’s Sentry Market** - Customer Service Clerk / Backroom Freight,

**References Available Upon Request**