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| 1201 SW 14th Court  Gresham, OR 97080 | Phone: (503) 544-6444  E-mail: scott.francis04@gmail.com |

Scott Francis

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| Objectives | Be assertive when completing work, learn new skills and use my experience for better achievements. Strong commitment and passion to understanding and respecting each team member.  **Skills**  Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet Savvy.  Customer Service  Answering multiple phone lines  Excellent communication skills with customers  Typing speed - 50 wpm  Forklift driving  Warehouse work  Satellite technician |
| Education | October 2006-Present • Clackamas Community College • Oregon City, OR  **Criminal Law Studies**   * Completed 21 credits   2000 - 2002 • Mt. Hood Community College • Gresham, OR  **General Studies**   * Completed 15 credits   1995 – 1999 • Gresham Union High School • Gresham, OR  **High School Diploma**   * Completed required coursework plus extra curricular classes such as automotive shop and wood working shop |
| Work Experience | **May 2012-November 2012 • City of Gresham • Gresham, OR**  **-** TV storm pipes  **-** Cleaning storm water catch basins with vaccon  **-** Digging up storm pipes to inspect and repair  - Maintaining storm water rain gardens  - Weed eat, mow ponds and swales  - Operating jackhammer and plate compactor  **May 2011-November 2011 • City of Gresham • Gresham, OR**  **-** TV storm pipes  **-** Cleaning storm water catch basins with vaccon  **-** Digging up storm pipes to inspect and repair  - Maintaining storm water rain gardens  - Weed eat, mow ponds and swales  - Operating jackhammer and plate compactor  **November 2010-March 2011 • DIRECTV • Vancouver, WA**  **Technician-Installer**  **-** Installing satellite dishes  **-** Customer service  **-** Providing assistance to new and/or previous customers  **-** On time delivery  June 2009 – October 2010 • Menzies Aviation • Portland, OR  **Warehouse Office Agent/ Cargo Agent**   * Analyze Import/Export Foreign Cargo documents * Enter data into certified Customs interface data system * Report documents to U.S Customs * Assist with loading and unloading cargo from trucks with forklift * Providing excellent customer service via telephone and in person   March 2003 – September 2010 • Evergreen Aviation • Portland, OR Warehouse Office Agent   * Analyze Import/Export Foreign Cargo and documents * Enter data into certified Customs interface data system * Report documents to U.S. Customs * Prepare load plans for Air China Cargo * Assist with loading and unloading cargo * Provide customer support * Operating the warehouse forklift. |
|  | August 2001-March 2003 • Matheson Flight Extenders • Portland, OR  **Mail Handler**   * Unloaded Postal Mail from FedEx aircraft containers * Sorted mail by zip codes, then by city destinations * Reloaded aircraft containers with postal mail |
|  | August 2000 – Aug 2001 • Evergreen Aviation • Portland, OR  **Mail Handler**   * Unloaded Postal Mail from aircraft containers * Sorted mail by zip codes, then by city destinations * Reloaded aircraft containers with postal mail * Obtained heavy machinery certification on the K-loader (this machine elevated containers from ground level to aircraft door level and then slid containers into the aircraft) and the Brute (a heavy duty tug that pushed back the plane from the gate for departure) |