

Steven T. Neal

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Experience

Personal Banker | Convergys | Jacksonville, FL

December 2015 – Current

- Troubleshoot, research and analyze customer problems with installation, billing, service upgrades/downgrades and disconnects.
- Confirm customer understanding of the solution and provide additional customer education as needed.
- Multitasking through multiple computer software programs while interacting with customers (On average 130 calls a day).

Roof Loader | ABC Supply Co. Inc. | Jacksonville, FL

November 2011- October 2015

- Conducted on the job training, trained 10 people, to new employees. This training included roof loading, safety skills, how to secure the truck, assisting the driver, warehouse work, teaching what the different product is, and customer interaction.
- Encouraged and inspired other team members to perform better, got more work out of the branch through friendly competition.
- Number 1 requested roof loader at the branch. Also loaded the most houses on a daily basis.
- Award of Service Excellence | outstanding commitment of providing exceptional customer service. | April 2013 (2) and March 2015

Automotive Technician | Coggin Nissan | Jacksonville, FL

September 2010- October 2011

- Performed work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.
- Communicated effectively with customers on future problems and repairs that might need to be addressed. Through face to face interactions or the repair order system on the computer.
- In order to stay up to date with the safety of the cars and myself. It was required to keep up with factory technical service bulletins (TSB) and participate in factory sponsored training classes.
- Ability to diagnose, troubleshoot, and resolve technical problems using the correct tools.
- Received a Certificate of Recognition | For one year of dedication and loyal service | September 2011

Overnight Supervisor | CVS Pharmacy | Schenectady, NY

November 2007 - February 2011

- Supervised a sales team of 8 sales associates. Also trained 3 employees through on the job training.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register at the end of my shift and also making the bank deposits.
- Delegated jobs for each employee through assigning, directing and following up of all activities. The jobs included cleaning the store, cashier, help unload trucks and help sign/face the store.
- Promoted a positive work environment by consistently treating all employees and customers with respect and consideration.
- Promptly resolved all customer requests, questions and complaints.

Education

- Automotive Mechanic | Universal Technical Institute, Norwood, MA | 3.01 GPA
- Computer Programming | Codecademy, Udemy, EDX, MIT, University of Colorado, etc. | Ongoing from early 2015
Using massive open online courses (MOOCs) Took programming courses from the top universities. Skills acquired: HTML, CSS, JavaScript, SQL, Python, Java, and Computer science