

Marcus Madden

Independent-Reliable-Fast Learner

Washington, DC

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To obtain a position with a progressive organization that will permit utilization of current skills while gaining new skills to benefit the organization.

WORK EXPERIENCE

Professional Truck Driver

McCormick Trucking - Murfreesboro, TN -

May 2016 to Present

Transport freight safely, transport freight in a timely manner, load/unload trailer.

Professional Truck Driver

Eagle Haulers - District Heights, MD -

August 2013 to Present

Responsibilities

Transport freight safely, transport freight in a timely manner, load/unload truck, collect money.

Accomplishments

A dependable driver who goes the extra mile to assist in the job getting done while providing excellent customer service.

Skills Used

Customer Service and Sales

Property Manager/Maintenance

Madden Property Management - Washington, DC -

April 2013 to Present

Responsibilities

Collect money from tenants, Carpentry, Landscape, Clean, Plumbing, Paint, Trash Collection, Appliance Repair, Install Security Cameras, Resolve any Issues in a timely manner.

Accomplishments

Help clean up neighborhood. Provide Housing for Homeless Community, The Mental Health Department and our Veterans. Increase neighbors property value.

Skills Used

Management and Maintenance

Professional Truck Driver

First Fleet - Landover, MD -

August 2009 to June 2013

Responsibilities

Drive safely, transport freight in a timely manner, loading and unloading of trailer, use log booklet etc.

Accomplishments

One of the top drivers for safety and getting the job done in a timely manner.

Skills Used

How to operate a tractor trailer by always putting safety first while providing excellent customer service.

Professional Truck Driver

U.S.Xpress - Chattanooga, TN -

April 2008 to September 2008

Professional Truck Driver

4080 Jenkins Rd

Chattanooga, TN 37421

1-866-801-3278

Mike Rich

Professional Truck Driver

Transport of America -

September 2007 to March 2008

Professional Truck Driver

1715 Yankee Doodle Rd

Eagan, MN 55121

651-686-2500

Joel Loeken

- Deliver freight in a timely manner to provide great service and relations with customers.
- Follow the FMCSR Safety Regulation.
- Complete a safety inspection of tractor and trailer every morning, every stop.
- Keep driving records by maintaining an up to date, by the minute log booklet.
- Monitor idling of tractor to meet fuel saving goals for each month.
- Use map to select best and safest route to avoid low bridges, fastest route, determine how long it will take to get to destination.
- Unload trailer or assist in unloading trailer.
- Transport freight safely.
- Organize bills of lading and other forms to send to management.

Sales Representative

Advanced Auto Parts - Columbus, OH -

February 2007 to August 2007

43227

614-237-9910

Don

- Place special orders from distribution center or other advanced stores.
- Handle money by use of cash register.
- Assist customers with locating any merchandise, or parts on the floor or by the computer.
- Meet sales goals on a weekly and monthly basis.
- Determine if all merchandise is presentable throughout the store and make adjustments.
- Accountable for maintaining a clean store.
- Make sure to broaden customer options by showing great customer service.

Customer Service Representative/interim Change Coordinator

Department of Social Services -

March 2006 to December 2006

425 Brightseat Road

Landover, Maryland 20785

301-909-6017

Barbara Wallace

- Responsible for returning customer phone calls within 24 hours.
- Maintain confidentiality of customer's personal information
- Process customer inquiries and requests and distribute to appropriate representative to resolve issues within 48 hours.
- Organize and track customer files.
- Assist customer with rescheduling appointments.
- Mail appropriate applications, forms and correspondence to customers.
- Update customer change information in computer system.
- Deliver documents to various departments.
- Provide customers with verification information

Front Desk Clerk/Shuttle Services

Radisson Hotel Largo -

November 2005 to October 2006

9100 Basil Court

Largo, Maryland 20774

301-773-0700

Chris Dabi

- Assist guests with making reservations.

- Assist guests with special events, luggage, and room service.
- Answer front desk telephone calls.
- Maintain professionalism at all times while giving quality customer service.
- Consistently provide a "Yes I can" attitude with guest issues.
- Responsible for transporting guests anywhere within a five-mile radius, in a timely and safe manner.

Installer

Pepboys - District Heights, MD -

February 2004 to June 2005

6330 Marlboro pike
District Heights, Maryland 20747
301-967-9140
Eric Harvey

- Responsible for installing car batteries, tires and changing of oil.
- Installed breaks on various automobiles.
- Perform clerical functions (i.e. xeroxing, answering phones).
- Accountable for maintaining a clean shop.

Salesman/Product Specialist

Ricart Automotive -

August 2002 to November 2003

440 S. Hamilton Road
Columbus, Ohio 43227
614-836-6680
Robert Fountaine

- Responsible for meeting and greeting customers.
- Qualify customers - meet and exceed customer expectations.
- Give a great presentation on the vehicle along with a test drive.
- Introduce customer to Sales Manager
- Perform additional functions as assigned by senior management.

Apprentice Technician

Sheehy Ford Automotive -

July 2001 to July 2002

4000 Auth Road & Branch Avenue
Marlow Heights, Maryland
301-423-4950
Bill Lackey

- Participated in hands-on training given by Senior Master Mechanic.

- Attending training sessions held at Montgomery Community College.
- Answered telephones and maintained a clean shop.
- Performed mechanical jobs including:

Installing starters, starter solenoids, alternators, batteries and cables spark plugs and wires, AC compressors, radiators, heater cores thermostats, hoses, fuel lines, fuel filters and pumps, transmission filter kits, perform oil and filter changes, oil pumps valve cover gaskets, intake manifold, idle air control, oxygen and mass air flow sensors, air filters, drive shaft, rear-end, tow package, mounting and balancing of tires, inner and outer tie rods, axels, break pads and shoes, drums and rotors, all interior and exterior lights, tweeters, speakers, subwoofers, CD and cassette players, and much more.

EDUCATION

Largo High School - Largo, MD

2001

Auto Technology Program

Montgomery Community College - Rockville, MD

Suitland High school, Technical Academy - Suitland, MD

SKILLS

40wpm (2 years), Internet (10+ years)

CERTIFICATIONS/LICENSES

CDL license

May 2013 to November 2020

11 years experience

Customer Service Skills assessment - Completed

September 2018

Indeed Assessments™ evaluation completed.

View my results:

https://share.indeedassessments.com/share_assignment/8j-249nvkmmfwdwm

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Valid Drivers License

ADDITIONAL INFORMATION

Skills Class A CDL License, Mechanically Inclined, Typing 40wpm, MS Word, Internet, experienced in the use of Copy and Fax Machine, One and a half years of Sales Experience, Advance Sales Training, Ten years of Customer Service Experience, Electric Pallet Jack, Forklift, can lift 300lbs.

Strengths Dependable, fast learner, team player, respectable, customer service oriented, flexible, great listener.