

Craig Frotton

Hudson, NH 03051

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(603) 401-6275

Enthusiastic Senior Consumer Advocate eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in all aspects to provide exceptional service.

Willing to relocate: Anywhere

Work Experience

Senior Consumer Advocate

Legal Rights Advocates, PLLC, The Law Office of Attorney Scott F - Lawrence, MA

May 2018 to Present

- Assisted consumers with debt collection harassment issues.
- Vetted potential cases for violations of consumer laws such as Fair Debt Collections Practices Act (FDCPA) and Telephone Consumer Protection Act (TCPA).
- Signed and handled clients for law firm.
- Resolved debt harassment problems and provided exceptional client support.
- Used phone, email, and text to communicate with clients.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

Front Desk Supervisor

The Workout Club - Salem, NH

March 2013 to May 2018

- Lead and oversaw front desk staff and shake bar.
- Handled front desk staff scheduling.
- Responsible for product ordering and inventory.
- Increased customer satisfaction by resolving membership issues.
- Developed team communications and information for all updates.
- Managed the daily cash deposits and transported them to the bank.
- Greeted and provided exceptional friendly service to all customers.
- Experience with the Point Of Sale system.
- Maintained the tanning salon.
- Tanning certified.
- Maintained excellent attendance record, consistently arriving to work on time.

Shift Leader

Dunkin' Donuts - Windham, NH

January 2011 to June 2013

- Assigned daily employee tasks and monitored activity and completion.
- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.

- Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills.
- Maintained safe working environment by observing safety procedures, policies and regulations.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.

Overnight Stock Team Member

Toys R Us - Salem, NH

October 2010 to January 2011

- Met incoming trucks and used forklifts to move pallets to staging areas.
- Unboxed product and placed on shelves according to layout and planogram guidelines.
- Realigned merchandise throughout assigned section to give shelves and racks professional appeal.
- Inspected floor displays, noted missing items and immediately replenished merchandise.
- Maintained current knowledge of shelf planogram and end cap plans to effectively merchandise products.
- Adhered to safety processes and procedures when stocking store to avoid falls and other injuries.

Rides Operator

Canobie Lake Park - Salem, NH

May 2009 to December 2010

- Operated rides and attractions according to written guidelines to reduce injuries.
- Assisted customers in entering and exiting rides, providing balance support and general directions.
- Delivered information to visitors, including details of interest about facility, rules, policies and promotional events.
- Cleaned rides and attractions to reduce spread of germs and bacteria.
- Assisted guests with transactions for rides and attractions to facilitate fun and exciting experiences.

Rock Wall Attendant

The Workout Club - Salem, NH

November 2008 to March 2009

- Oversaw the rock climbing wall.
- Assisted rock climbers with proper procedures and safety.
- Promoted a fun and safe environment for climbers.
- Assisted in hosting rock climbing birthday parties,
- Organized and maintained all waivers and documents.

Education

High School Diploma

Salem High School - Salem, NH

Skills

- Educating consumers
- Staff Management
- Relationship building

- Operations management
- Policy and procedure adherence
- Case Management
- Scheduling
- Client account management
- Inventory management
- MS Office
- Customer service