**Scott Thompson**

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**Professional Summary**

Customer service professional with formal HVAC training and certification seeking opportunity to utilize and further develop skill set with organization that values hard work and loyalty. Applied skills and competencies include:

|  |  |
| --- | --- |
| * Mechanical Aptitude | * Ability to Troubleshoot |
| * Residential/Commercial HVAC | * Strong Customer Service Skills |
| * Inventory Management | * Positive Attitude and Ability to Learn |
| * AC/DC Fundamentals | * Proficient with Computers |

**Education**

Pinnacle Career Institute – Kansas City, MO   Complete May 2013

***HVAC Technician***

* Universal EPA Certified

North Kansas City High School – North Kansas City, MO    Complete May 2011

***HS Diploma***

**Work History**

XPO Logistics- Kansas City, KS November2017-Present

***Dock Worker***

* Ensure freight is loaded and handled properly
* Ensure trailers and freight are not damaged
* Keep a clean and organized work environment

Bob Hamilton Heating and Cooling- Kansas City, KS May 2017- November 2017

***HVAC Installation Assistant***

* Provide excellent customer service
* Assist lead with installation
* Keep a clean work environment on sites
* Order new parts for inventory

Quiktrip-Kansas City, Mo                                                   July 2014- June 2017

***Night Assistant***

* Provide excellent customer service
* Keep a clean and organized store
* Train new employees
* Control cash levels in store on shift

Taco Bell-Kansas City, Mo  July 2013-October 2013

***Food Champion***

* Cooked food in timely manor
* Expert with customer service
* Trained new employees
* Cleaned store everyday

Service experts – Overland Park, KS April 2013-June 2013

***Installer Helper***

* Helped leads install new furnaces and air conditioners
* Fixed problems with older units
* Installed temporary units to help when one couldn’t be put in right away

Pizza Hut – Kansas City, MO  January 2012 – September 2014

***Delivery Driver/Cook***

* Responsible for training new employees and recognized for attendance and hard work
* Timely and safely deliver product to customers’ homes
* Cross trained to efficiently perform all store duties including opening/closing duties
* Upsell customers and accurately complete customer transactions; merchandise store

Kmart – Kansas City, MO                 July 2009 – February 2012

***StockmanCashierCustomer Service Associate***

* Trained new employees and supported management in all capacities
* Praised for reliability and ability to complete multiple tasks simultaneously
* Quickly gained product knowledge to better serve customers
* Always maintain positive attitude and treat customers and personnel with respect