

Robert Stanford

Denver, CO 80202 ● (719) 360-0164 ● contact@rstanford.com ● rstanford.com ● linkedin.com/in/robertestanford ●
Proven Information Technology & Customer Service Background

EXPERIENCE

05/2022 – present

Colorado Springs, CO, United States

Support Engineer (Full-Time) Tek Experts

- Communicated with end users/system administrators/solution integrators via phone, email, and/or chat to identify, diagnose, and troubleshoot their needs, as well as set expectations and deliver guidance on resolving the issue
- Applied technical knowledge relevant to the solution using technical documentation and guidance from team members, technical leads, and subject matter experts to research and identify appropriate remediation steps.
- Provided technical guidance across teams by identifying areas requiring expertise on different modules of a solution to resolve cases.
- Maintained documentation for all cases including queries, process steps, and resolutions consistent with customer commitments, prescribed protocols, and processes.
- Networked with employees and built relationships within the company to encourage teamwork.

01/2022 – present

Colorado Springs, CO, United States

Owner/Operator (Self-Employed) FoxRun Delivery

Local Utility & Luxury Car Rentals | Parcel & Food Delivery

- Developed marketing strategy, business development plan, client acquisition strategy, general business plan, budgets and filed all necessary business documents.
- Purchased vehicles for company use, managed \$100,000+ of company assets, hired and prepared drivers with a priority on safety while putting our customers first and maintained vehicles and equipment while following compliant safety and documentation standards.
- Managed and maintained payroll, accounting software, calendars, budgets, and filed employee records, documentation and upkeep other business relevant records in a compliment manner.

10/2021 – 01/2022

Colorado Springs, CO, United States

Amazon Prime Delivery Associate (Full-Time) Peak Delivery Services

Consistent High Performer | Ranked #14 out of 80+ Drivers

- Completed classroom and hands-on training to represent amazon as the point of contact for the customer and deliverer packages in a timely manner while assuring high customer satisfaction and complying with all state & local highway regulations, laws, amazon DSP equipment usage standards and other company policies.
- Regularly used handheld devices to submit, collect and visualize data pertaining to the current route, delivery instructions and customer information to accurately deliver "Smiles" to customers and build trust for the amazon brand.
- Interacted with people often to report, update information and solve problems including, but not limited to: missing packages, unresponsive devices or equipment issues and customer notes.

04/2020 – 10/2021

Colorado Springs, CO, United States

Delivery Driver (Independent Contractor) DoorDash

524 Lifetime Deliveries | 4.91/5 Customer Rating

- Performed preventative vehicle maintenance checks prior to departure to identify concerns or potential safety issues.
- Confirmed accuracy of catering orders prior to departure, properly loaded, organized, and secured equipment.
- Managed time effectively in order to complete deliveries on time, maintained high customer satisfaction and practiced defense driving to ensure safety in all types of weather and traffic conditions while following all laws and highway regulations.

EXPERIENCE

08/2018 – 03/2020
Dunn, NC, United States

Lead Stocker | Maintenance (Part-Time) Carlie C's IGA

Lead Stocker | Maintenance | Sales Associate

- Created inventory processes, trained teammates to reduce costs and labor overhead, updated schedules associated to cleaning, maintenance and repairs.
- Oversaw performance of team with various maintenance tasks & projects while ensuring a safe, non-discriminatory workspace.

2017 – 2018
Pueblo, CO, United States

Help Desk Technician (Part-Time) Colorado State University

- Managed student and staff university account credentials and assisted students and staff with proper utilization of campus software and technology.
- Troubleshooted and maintained various devices such as: printers, scanners, network equipment, projectors, phones, computer systems, network drives, shared peripherals and domain authentication and other campus technology services.
- Handled tickets in a timely manner and responded promptly to calls and other IT related requests while maintaining high levels of integrity.

2009 – 2012
Dickson, TN, United States

Computer Repair Technician (Apprentice) Misfits Electronics

- Acquired industry specific knowledge under the direction of John B. Thompson, a former electrical engineer for the United States Navy and current owner of Misfits Electronics.
- Applied component level repair to complete a variety of projects.

EDUCATION

08/2017 – present
Pueblo, CO, United States

Computer Information Systems | Bachelor of Science - B.S. Colorado State University

- Library and Academic Resource Library (LARK) Help Desk
- Trio Upward Bound

05/2016
Pueblo, CO, United States

General Studies | HS Diploma Pueblo County High School

- JROTC Leadership
- Band Section Leader

CERTIFICATES

2022

Foundations of Project Management Google | Coursera

2019

Responsive Web Development freecodecamp

REFERENCES

(719) 565-9923

Michael Zamora Focused Labs

CO Worker, Previously Employed by Colorado State University.

(719) 246-5423

Nathan Abernathy FoxRun Delivery

CO Owner, Foxrundelivery

(919) 701-1380

Andrew Hinegardner Carlie C's IGA

Grocery Manger at Carlie C's IGA