**J. Caleb Simmons**

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Address: 810 North 107th Ave. # 404, Omaha NE, 68114

Work Experience

**Customer Service Rep Workplace Solutions Claims**- Mutual of Omaha, Omaha NE

(September 2021- Present)

Duties: provide excellent customer satisfaction, answer phones, follow detailed policies and procedures to satisfy customer needs, explain insurance, keep accurate records

**Teleservice Rep Life Insurance** - Physicians Mutual, Omaha NE (March 2021-July 2021)

Duties: Answer phones, follow detailed policies and procedures, explain insurance, take phone payments, keeping accurate, detailed and complete phone records, fulfill customer requests

**Janitor / Day Porter** - Excel Cleaning Solutions, Omaha NE (March 2020-March 2021)

Duties: clean surfaces in client locations, walk parking lots, empty trash cans, hold keys and keep locks

**Barista** - Starbucks, Bellevue NE (June 2019-October2019)

Duties: customer service, prepare food and beverages, receive and cash out orders, clean equipment and facilities, and stocking supplies

**Bio Lab assistant** -Bellevue University, Bellevue NE (November 2018- April 2019)

Duties: Keep records, write and follow detailed procedures, validate student experiment accuracy and completeness, maintain safety and cleanliness in the labs, catalogue incoming and outgoing supplies and materials

**Lifeguard** - Salvation Army Ray and Joan Kroc Center, Omaha NE (July2015-January 2019)

Duties: open and close pool, check and maintain chemical levels, stay vigilant and constantly scan the pools to ensure the safety of all patrons, proficiency in swimming, first aid, and CPR

Education

**General Education Credits**

Bellevue University, Bellevue NE (September 2018 - November 2019)

Other Qualifications

* Programing and web development (Typescript, CSS, java script, Python, HTML, C# and C+)
* Completed the CDK day put on by MoO CTP (trained in AWS CDK)
* Eagle scout and youth leadership training course through Boy Scouts