

Robert Dean Fellas

Vancouver, WA 98662

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Professional Summary

I am a friendly, dedicated individual that gives 100%+ to succeed at whatever task is set in front of me. While most of my experience is in fast food and fast food management and customer service, I am a very fast learner and my love of learning leads me to excel quickly, always ready to face a new challenge. I love customer service and work well with others.

Authorized to work in the US for any employer

Work Experience

Call Center Lead

Alaska Airlines-Seattle, WA

June 2022 to November 2024

- Assist agents with policy related questions to better assist the guests.
- Help determine appropriate compensation for minor service failures.
- Resolved escalated customer complaints or issues promptly and effectively while maintaining a positive customer experience
- Served as point person for escalated issues from both customers and internal agents.
- Handled a high volume of inbound customer calls, averaging 65 calls per day
- Provided excellent customer service by addressing inquiries, resolving complaints, and offering product information
- Consistently met or exceeded individual performance metrics including call quality, average handle time, and customer satisfaction ratings

Driver

Lyft-Portland, OR

May 2017 to December 2021

Getting people where they need to go safely and as quick as possible.

Delivery Driver

Postmates-Portland, OR

January 2017 to December 2021

Fast, friendly, food delivery

Property Manager

Quantum Residential, Inc.-Eugene, OR

October 2020 to September 2021

Responsible for posting notices, collecting rents, processing applications.

Caregiver

Summerlin House-Corvallis, OR

May 2016 to February 2017

I provide assistance to individuals with developmental disabilities. This includes providing transportation to appointments, outings, shopping, making meals, scheduling doctor appointments or whatever other daily activities they may need assistance with.

Special Travel Agent Relations Call Support Desk

Royal Caribbean-Springfield, OR

November 2013 to April 2016

Started at entry level assisting travel agents service and create bookings through propriety software. Quickly promoted to working a special projects team helping Travel Agents and Guests from Australia. When project completed, was promoted to work in the groups department helping travel agents with complex groups. Quickly promoted from Groups to the Special Travel Agent Relations support desk. This desk assisted our top producing travel agencies with their reservations, as well as assisting them with loyalty department, pre & post cruise issues, concerns, and reservations of entertainments and other goods and services onboard our ships.

Call Center Representative

Convergys

June 2012 to August 2013

Convergys (WAH)

Worked on temporary Amazon project from home taking calls from customers, verifying accounts, helping with lost orders, updating information, assisting with minor IT issues for client.

Sales Contractor

TNT Direct Marketing Group / RSGA Distributors-Eugene, OR

August 2011 to May 2012

Going door to door marketing and selling services to new customers and upgrading current customers for a local cable company. For RSGA the same services inside local retail establishments as well as at events such as back to school and fairs.

Maintenance Manager

Mountainview Townhouses LLC-Springfield, OR

June 2010 to July 2011

Collect rents, posts notices, rent out apartments when office manager was unavailable, maintain grounds and units. Co-ordinate with vendors, outside contractors, and tenants when necessary. Do deposits and purchase items necessary for office/maintenance when requested to assist office manager.

Maintenance Manager

Creswell, OR

August 2009 to June 2010

Basic maintenance of apartment tenant units. Ensuring maintenance is done on vacant units and work with office manager to ensure units are ready for new tenants. General inspection of units w

Education

High school diploma

Skills

- Caregiving

- Driving
- Developmental Disabilities Experience
- Delivery Driver Experience
- Property Management
- Computer Skills
- Customer Service
- Door-to-Door Experience

Additional Information

References

Bree Romero 208-921-6506

Angela Volk 503-930-3123

Leeann Williams 541-974-8886