

Eric Morton
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Career Overview

Knowledgeable in adapting to new skills methods and techniques
Ability to work independently and as a contributing team member
Efficient customer service skills with expertise of handling stressful situations

Core Strengths

Excellent customer service skills
Creative problem solver
Excellent Listening skills
Excellent communication skills

Accomplishments

Consistently receive positive feedback from customers while gaining their trust

Work Experience

Comcast
Customer Account Executive
Livermore, CA

August 2007 to November 2012

Responsible for providing technical support for Comcast high speed internet problems via phone, email and/or instant messaging. Troubleshoots hardware and software issues and communicates with helpdesk to resolve complex issues/problems. Provides technical assistance to insure a positive Customer experience.

Fireside Bank
Collector
Pleasanton, CA

February 2006 to March 2007

Collected on delinquent auto loans
Manage my own delinquent accounts
Handle inbound & outbound customer calls payment arrangements

Club Assist
Logistics representative
LA, CA

October 2005 to January 2006

Trained new battery service technicians
Followed up with battery service training
Delivered batteries to 3A contract stations to supply customer with orders
Assisted in the delivery of batteries to 3A contract stations

California State Automobile Association
Emergency Road Service Associate 1 Livermore, Ca

March 2005 to October 2005

Assessed and routed appropriate service according to specific needs to contract stations for Members who requested roadside service

Auto Guardian
Lead Battery Service Technician
Oakland, CA

June 2001 to March 2005

Provided emergency road side service to customers while assessing their individual needs to ensure the safety of both the vehicle and the member to the appropriate destination
Assisted in the coaching/development of new employees
Assessed the acidic levels & voltage of batteries to determine the charge volts of each member's battery using the Medtronic's PBT 300 battery tester, ordered and maintained battery supplies

Palomino
Cook
San Francisco, Ca

February 2000 to August 2000

Prepared sauté station for lunch service
Cooked Menu Items per chef's instructions to ensure consistency
Practiced food safety
Kept station clean at times to ensure no cross contamination of food
Cleaned station for next shift

Thunder road
Cook
Oakland, Ca

July 1999 to February 2000

Responsible for the planning & preparation of meals
Supervised clients in the serving of meals & cleaning kitchen
Check in inventory from Sysco foods
Others duties that were assigned

Educational Background

Laney College
Culinary arts
Certificate of completion 1996 Oakland, CA

California Culinary Academy 1998 San Francisco