

# Quinton Chaney

## **Sales - Globe Lighting**

Portland, OR 97217

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Skilled Customer Service Associate with 10+ year track record of success. Maintain professional and calm demeanor under pressure. Thrive in high volume environments where knowledge, composure and interpersonal abilities are keys to success.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Customer Care Representative**

linage logistics-Portland, OR

December 2023 to July 2024

CUSTOMER SERVICE, CHECKING IN Truck Drivers, Answering Phones, Emails, Setting up appointments.  
TOP TIER CUSTOMER SERVICE AND SALES

### **Customer Service Representative/Sales**

Globe Lighting-Clackamas, OR

February 2013 to December 2023

Provide exceptional customer service

- Top sales employee
- Knowledge of a variety of products to better assist customers in finding what they are interested in
- Maintain a clean and safe working environment
- Daily upkeep of store

Store inventory

packaging

returns and shipping

Ability to multi-task

Assist multiple customers

Answer multi phone line

Communicate with customers via phone/email

### **Dishwasher**

Home Town Buffet-Portland, OR

February 2012 to October 2014

Cleaning, washing dishes, taking out trash waste, breaking down cardboard boxes.

### **Production Worker/Packaging**

K&F Coffee Roasters-Portland, OR

January 2013 to July 2014

Sorting and Packaging Ground coffee and palletizing

### **Shipping and Receiving/Merchandiser**

Macy's-Vancouver, WA

2010 to 2011

Load and unload merchandise from trucks

- Stock merchandise on the floor
- Pricing merchandise
- Provide excellent customer service
- Maintain a clean and safe working environment

### **Collection Representative**

Sentry Credit Inc-Vancouver, WA

2007 to 2008

Customer service

- Check to ensure that appropriate changes were made to resolve customers problems
- Conferred with customers by telephone or in person to provide information about products and services, to take or enter orders, explain information, cancel accounts, or obtain details of complaints
- Advise customers of necessary actions and strategies for debt repayment
- Arrange for debt repayment or establish repayment schedules based on customer's financial situation
- Exceeded expectations and received awards recognizing abilities as Company Top Gun Collector of the month and Top Collector for Client Capital One

### **Janitorial Worker**

J&S Janitorial-Portland, OR

2001 to 2006

Building Maintenance

- Clean building floors: sweeping, mopping, scrubbing, vacuuming
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors, surfaces and fixtures
- Monitor building security and safety: locking doors after hours and checking electrical appliance use to ensure that hazards are not created

## Education

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### **High School Diploma in General Studies**

Heritage High School - Vancouver, WA

2000 to 2004

## Skills

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- CUSTOMER SERVICE (10+ years)
- RECEPTIONIST (7 years)
- RETAIL SALES (10+ years)
- CLIENTS (10+ years)
- EXCEL (5 years)
- Shipping & Receiving
- Multi-line Phone Systems
- Load & Unload
- Data Entry (2 years)
- Multi-line Phone Systems
- Order Entry (9 years)
- Basic Math (10+ years)
- 10 Key Calculator (9 years)
- Microsoft Office (8 years)
- Writing skills (10+ years)
- CRM software (10+ years)
- Social media management (4 years)
- Customer support (1 year)
- Typing (10+ years)
- English (10+ years)
- Customer service
- Sales
- Heavy lifting
- Retail sales
- Inside sales
- Order entry
- Pricing
- Load & unload
- Merchandising
- Front desk
- Hotel experience
- Food production
- Packaging
- Food safety
- Order fulfillment
- Hospitality
- Manufacturing
- Salesforce

- B2B sales
- Microsoft Word
- Microsoft Excel
- Communication skills
- Product management
- Technical sales
- Guest services
- Organizational skills
- Communication skills
- Shipping & receiving
- Time management

## Certifications and Licenses

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### **Food Handler Certification**

### **OLCC Service Permit**

## Additional Information

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### Skills &

### Qualifications:

- 10+ years of superior customer service
- Proficient with Internet Browsers and Microsoft Office programs: Word, Excel, PowerPoint, Outlook
- Highly dedicated professional with proven track record for demonstrating quality customer service and creating strong rapport with clients, customers and co-workers