

# Travis Torrence

## **Experience Worker in Multiple fields**

Seattle, WA 98199

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+1 314 443 9548

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

HERTZ-SeaTac, WA

April 2022 to Present

Assist customers in finding a vehicle, purchasing materials and answering all related questions regarding rentals.

### **Amazon Delivery Driver**

Avanator-Seattle, WA

August 2020 to Present

Obtained packages from Amazon station and deliver packages to customers desired destination.

### **Installation Technician**

Copiers Northwest-Seattle, WA

February 2019 to May 2020

Delivered, Received and Installed copier machines to customers. Positioned required Specialist to maintain long hours and insure that network issues were of no concern.

### **Customer Service Representative**

Amazon Inc-Seattle, WA

October 2015 to April 2016

Assisted Customers in personal data security, answering questions regarding services, monitoring customers financial records and testing software.

### **Postal Clerk**

United States Postal Service-Seattle, WA

September 2013 to September 2015

Organized letters and packages to designated zip codes, handled and operated machinery to move items over 50lbs and memorized government regulations.

### **Web Imaging Specialist**

US Bank-St. Louis, MO

June 2010 to October 2012

Distributed documents and checks in a formulated system for customers and employers to view on an Internet system, maintained a scheduled timing for data to be shown via the Web.

## **Administration Clerk**

USMC MCLB,-Barstow, CA

April 2006 to September 2009

Handled clerical tasks (e.g., data entry, filing, records management and billing) as an administration clerk. Coordinated travel arrangements, maintained database and ensured the delivery of premium service to Marines. Quickly became a trusted assistant known for an optimistic "can-do" attitude, flexible and high-quality worker.

Highlights:

- Achieved a 97.0 percent rating on the Marine Corps Administrative Analysis Inspection in 2008, exceeding the Marine Corps' goal of 96 percent. Established strong relationships to gain support and effectively achieve results.
- Entrusted to manage office in the supervisor's absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official school correspondence.
- Developed innovative PowerPoint presentation to potential administrative Marines.
- Earned excellent marks on performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.

## **Education**

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### **Bachelor's in HealthCare Administration**

Ashford University - San Diego, CA

2017 to November 2019

## **Skills**

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- Network Support
- Computer Networking
- Microsoft Excel
- Microsoft Word
- Microsoft Office
- Communication skills
- Case management
- Motivational interviewing
- Organizational skills
- Order picker
- Medical terminology
- Medical office experience
- HIPAA
- Insurance verification
- Surveillance
- Customer service
- Security
- Conflict management

- Computer literacy
- Microsoft Outlook
- Microsoft Powerpoint
- Office experience

## Military Service

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**Branch: United States Marine Corps**

Rank: Corporal

## Certifications and Licenses

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### **TWIC**

June 2016 to June 2021

### **Driver's License**

## Assessments

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### **Warehouse safety — Proficient**

June 2022

Using safe practices in a warehouse setting

Full results: [Proficient](#)

### **Attention to detail — Proficient**

December 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Security guard skills — Proficient**

January 2022

Assessing risks, enforcing security standards, and handling complaints

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

March 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Work motivation — Proficient**

May 2022

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

**Mechanical knowledge — Completed**

March 2022

Understanding and applying mechanical concepts and processes

Full results: [Completed](#)

**Work style: Reliability — Proficient**

December 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

**Retail customer service — Proficient**

August 2024

Responding to customer situations in a retail setting

Full results: [Proficient](#)

**Delivery driver — Completed**

December 2021

Interpreting instructions or signs and solving problems

Full results: [Completed](#)

**Sales skills — Proficient**

January 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

**Customer service — Proficient**

March 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.