

Dave Hinchcliffe

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Solution driven experienced Exhibit and Display Specialist and Customer Service Professional with a diverse hands-on technical skillset. Bringing a proven history of happy customers through customer service and support excellence in client-facing environments. Providing memorable customer experiences embracing, courteous and friendly open communication; engaging others in all levels of organization or walks of life naturally with respect, integrity, humor, and empathy. Seeking interesting, fun opportunities and new challenges with an inclusive, forward-focused organization.

Highlights

- Excellent verbal and written communication
- Strong people skills, and crisis de-escalation
- Creative problem-solving
- Event Setup and dismantle (18 years)
- Zendesk Customer Service Professional
- Adaptable, quick on my toes
- Independent self-starter
- Team worker with leadership ability

Professional Experience

Trade Show Exhibit and Display Specialist-Lead, Customer Service Associate

United Brotherhood of Carpenters and Joiners of America, local 206 - Seattle, WA

October 2005 - December 2022, August 2024 – December 2024

- Resolved escalated and often complex issues with internal and external customers both creatively and efficiently.
- Collaborated with and liaised between stakeholders, customers, vendors, and team members while serving intensive in-the-weeds roles in production, and the installation of exhibits, conventions, and special events.
- Consistently delivered positive customer experiences, and solid customer service and support in face-to-face roles with a diverse clientele and customer base, for multiple local and international signatory contractors.
- Expediently triaged issues and efficiently multitasked, regularly providing multiple concurrent project deliverables on or ahead of schedule; in a fast paced, dynamic, high-stress environment.
- Installed corporate branding and show graphics on site, and in live office or retail spaces to specification.
- Rigged or installed structural and visual display components while operating Aerial Lifts to 41ft.
- Team leadership of 3-12 personnel - project, event, contractor dependent.

Project Manager, Entrepreneur

INvision Tile Company and Construction Services, LLC - Renton, WA

June 2001 - September 2005

- End-to-end project management and administration, project design, sourcing and logistics, construction and installation, business operations, negotiations and sales, contracts, customer experience and satisfaction.
- Contracted Small to mid-scale residential construction and remodeling projects, sub-contracted on larger projects.

Technical Skills and Proficiencies

- Microsoft Windows, Microsoft Office Suite, Google Suite, Adobe Acrobat
- Vinyl graphics installation, Lighting installation, Wire management, Aerial lift operator, Rigging (non-human)
- Carpentry, Feng Shui and spatial organization, Event decorations and properties handling and installation

Education

University of Alaska Fairbanks

Allied Health, Healthcare Reimbursement

September 2020 – In progress

Honors Society September 2020 – September 2022, 3.76gpa

Professional Development

Coursera, Pathstream

Certificate in: Salesforce CRM and Sales Overview

Course goal: Salesforce Sales Operations Specialist Professional Certificate

November 2024 – In Progress

LinkedIn Learning

Zendesk Customer Service Professional Certificate

Certificates in: HubSpot CRM, Customer Service, Communication, Intersectionality, Business, AI in Healthcare

April 2024 - December 2024

edX

Verified Professional Certificates in: Remote Business, One Health, Healthcare, Biomedical Imaging

February 2023 - August 2024

UBC International Training Center - Las Vegas, NV

.300 Hitters Leadership Training, Team Motivation, Management, and Conflict De-escalation

April 2019

Northwest Carpenters Institute of Washington - Kent, WA

Trade Show Apprenticeship October 2005 - June 2010, Journeyman June 2010 forward

Organizations

- National Notary Association – Member, 2024 - present
- International Association of Professional Writers and Editors – Member, freelance writer/editor, 2024 - present
- Surfrider Foundation – Member, Activist 2014 - present

Projects

AI Model Trainer for Technical Writing & Communications

Outlier.ai

March 2024 - June 2024

- Creating and writing technical and communication prompts/responses for the enhancement of AI models in a remote, freelance capacity.
- Utilized Slack for team communications.

Notary Public

Proof (formerly Notarize)

February 2024 - present

- Remote alphanumeric data entry of sensitive and private information.
- Virtual customer support and customer service via Proof's remote online notary cloud based platform.