**[High Pressure Customer Service](https://www.postjobfree.com/resume/ad0gt5/high-pressure-customer-gaithersburg-md)**

**Location:**Gaithersburg, MD

**Posted:**October 18, 2023

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**Resume:**

Donovin Matthew Gaddis

Summary

Dedicated professional with a strong background in customer

service.Proven ability to handle high-pressure situations while maintaining a focus on delivering exceptional service. Demonstrated excellence in addressing customers' needs until satisfied. A dynamic communicator consistently exceeding goals and company expectations. Proficient in hands-on projects and duties.

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EXPERIENCE

Upper County Community Center, Gaithersburg, MD

Staff Member

September 2017

- Demonstrated practical knowledge of maintaining recreational equipment.

- Ensured strict adherence to departmental rules, regulations, and codes.

- Cultivated positive relationships with children, fostering a harmonious and inviting environment.

- Proficient multitasker with strong verbal communication skills. Panera Bread, Germantown, MD

Dishwasher/Dining Room

October 2016 - August 2017

- Managed dishwashing, silverware maintenance, and glassware upkeep.

- Assisted the Head Chef with shift preparations and reservations.

- Follow company security and safety procedures.

- Maintained cleanliness in the dining area and managed garbage disposal.

- Provided support in checking food orders and restocking food items.

- Completed assigned cleaning tasks as directed by the manager. JK Moving Services, Gaithersburg, MD

Mover/Packer

July 2016 - October 2016

- Loaded, unpacked, and packed items for residential and commercial moves.

- Provided excellent customer service during moves.

- Conducted thorough furniture inspections and made necessary adjustments to prevent damages.

Precision Restorations, Damascus, MD

Roofing and Construction

November 2018 - March 2019

SKILLS

-Exceptionally organized

-Skilled negotiator

-strong verbal

Communication

-safety conscious

-strong work ethic

-effective team leadership

-proficient in time

management

-respectful

-professional demeanor

-shipping and receiving

-mechanical knowledge

-pallet jack 2 years

-forklift 2 years

-driving

-load and unload

-blueprint reading

EDUCATION

Clarksburg high school,

Clarksburg MD

Highschool Diploma

HOBBIES

-riding bikes

-exercising

-playing all kinds of sports

-spending quality family time

together

-Testing my brain with games

(chess, checkers, mazes, and

words puzzles)

-Trying and succeeding to

keep being the best me

everyday

- Conducted inspections and repairs of leaks in homeowners' residences.

- Coordinated insurance claims and facilitated the installation of new roofs.

Chesapeake Petroleum & Supply, Gaithersburg, MD

Warehouse Worker / Service Technician

March 2020 - July 2022

Warehouse Responsibilities:

- Loaded box trucks with the required products each morning.

- Efficiently managed product inventory and warehouse organization. Service Technician Responsibilities:

- Installed car lifts at dealerships and handled service calls for oil-related issues.

- Managed waste oil pump replacements and air reel installations.

- Provided backup support for deliveries when needed. GAC HVAC, Gaithersburg, MD

Apprentice / Warehouse

2020

- Worked in the warehouse, disassembling old AC units and handling Freon drainage.

- Assisted in installing air duct vents and PVC piping during installations.