



# DAR'RON BROWN

42 Lucy Run Rd., Amelia, OH 45102 · (216) 894 - 1575

[scrilla93@gmail.com](mailto:scrilla93@gmail.com)

Looking to obtain a hands-on Entry Level Diesel Mechanic position in fast paced and growing environment.

EXCELLENT CUSTOMER SERVICE EXPERIENCE, WILLING TO LEARN, STRONG WORK ETHIC, RESPONSIBLE AND DEPENDABLE.

## EXPERIENCE

**AUGUST 2017 – PRESENT**

**LINE COOK**, FLORENTINE GARDENS- LOVELAND, OH

- Able to adhere to the precise instructions of the head chef
- Prepare and stock the day's ingredients for each station
- Restock and organize inventory
- Followed all food safety guidelines when preparing dishes

**JANUARY 2016 – JULY 2017**

**SALES REP**, S & P DATA- CLEVELAND, OH

- Resolved customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
- Performed collections calls to reduce business losses or negotiated with clients
- Excellent at building rapport with prospective customers

**SEPTEMBER 2015 – DECEMBER 2015**

**RECEIVING CLERK**, MEIJER- LOVELAND, OH

- Examined and inspected products to ensure that manifest is correct
- Read orders to ascertain quantities of merchandise
- Requisitioned additional materials, supplies, and equipment as needed using a pallet jack

**AUGUST 2013 – MARCH 2015**

**CUSTOMER SERVICE REP**, DOLLAR GENERAL- CLEVELAND, OH

- Responded to telephone inquiries by providing quality service to customers and associates
- Strived for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues
- Successfully assisted customers with product selections and purchases, e-service transaction

**JUNE 2013 –OCTOBER 2013**

**DEBT COLLECTOR**, NATIONAL ENTERPRISE SYSTEMS- SOLON, OH

- Responsible for processing student loan accounts
- Monitored payments due from clients and promptly contacted clients with past due accounts
- Excellent customer service provided

**DECEMBER 2012 –MAY 2013**

**TRUCK LOADER**, UNITED PARCEL SERVICE- RICHMAND HEIGHTS, OH

- Lifting packages up to 150 lbs. from head sorter and assembly line
- Followed packing label to ensure parcels are on the correct trucks
- Insured packages are moved with quality and the customer satisfaction in mind

**FEBRUARY 2012 –OCTOBER 2015**

**CO-OWNER**, RICK AND VICKS THIS AND THAT- WARRON, OH

- Supervised and scheduled employees work schedules
- Kept accurate records of stores daily sales
- Planned and implemented special sales
- Sorted, priced and stocked merchandise

## **EDUCATION & CERTIFICATIONS**

**OCTOBER 2018**

**TECH TRACK**, AMERICAN DIESEL TRAINING CENTERS, COLUMBUS, OH

**SELECTIVE PROGRAM DESIGNED TO SUPPLY INDUSTRY WITH VETTED, HIGH CHARACTER PROFICIENTLY TRAINED TECHNICIANS. HANDS ON INTENSIVE 12- WEEK PROGRAM FOCUSING ON PMI, ELECTRICAL, DIAGNOSTICS, BRAKES, AND EMISSIONS**

**2011**

**HIGH SCHOOL DIPLOMA**, COLLINWOOD HIGH SCHOOL-CLEVELAND, OH