

# Christopher Igel

**Stimulate professionalism and displays a high degree of honesty, loyalty and integrity**

Minneapolis, MN 55480

[b4macentosh@gmail.com](mailto:b4macentosh@gmail.com)

9202121328

Customer service professional focused on delivering exceptional support for diverse needs. Remains level-headed and analytical when approaching each issue. Resourceful and insightful computer systems team member able to independently analyze and resolve problems to maximize customer satisfaction. Improve functionality and usability with targeted reviews and forward-thinking strategies. Comfortable empathizing and remaining patient with difficult callers, the ability to de-escalate calls and provide solutions to creatively solve problems. Keeps customer's file/record current by leaving detailed notes on all interactions. Account management and typing skill to help with heavy call flow.

Authorized to work in the US for any employer

## Work Experience

---

### **Travel Coordinator**

na - Wisconsin

March 2020 to May 2021

Increased the strength of several skills: Decision making, Critical thinking, Information gathering, and Planning Skills- Assembling all available facts before making destination decisions. Stayed informed of current events, mandates, and developments of each destination to maintain compliance with all regulations. Made appropriate Judgement calls to avoid hazards that are unpredictable.

Maintain personal composure in high-stress situations. Display an ability to learn rapidly and adapt quickly to changing situations. While on the beach setting up our 5th wheel we got stuck. With the high tide coming and dark approaching disaster seemed inevitable. With a tow company informing of a costly service and a delayed time this problematic situation seem unsolvable. During the time of other's justifiable panic, I displayed my ability to Step back, stay calm, and analyze the full situations. I took charge and use my imaginative thinking skills and made effective use of mental imaging to come up with a solution. By using logical thinking and observation skill I devised a plan that would utilize the RV jacks and the loose wood planks around the area to safely maneuver the 8.5 ton RV. With this, I was able to avoid the cost of the tow and prevent all possible damages.

### **RSR Lift Driver**

Walmart Distribution center 7039 - Beaver Dam, WI

August 2017 to January 2019

Worked effectively with a diverse team to accomplish daily objectives and meet long-term goals, Troubleshoot problems and develop successful solutions, met continuous demands in a fast-paced environment, helped team handle high-volume work by prioritizing, Carried out detailed written and oral instructions using good judgment and expert knowledge in policy, and served customers by going above-and-beyond to offer exceptional support for all needs.

## **Packager**

Northwoods Paper Converting - Beaver Dam, WI  
February 2015 to May 2017

Performed quality inspection of customer's orders prior to packaging, followed written instructions to ensure customer's request was met, Reduced warehouse safety hazards through consistent cleaning and organizations task, and stayed busy during slow work periods, frequently assisting team members with work orders

## **Customer care/Billing Advisor**

Charter Communications Inc - Fond du Lac, WI  
January 2013 to March 2015

Recaptured customer loyalty with expertise in de-escalating conflicts and building personalized solutions, Protected customer and company information with strict use of establishing security procedures, answering customer questions about policies and procedures with a friendly and knowledgeable approach, met inbound customer needs while maintaining strict performance targets, maximized satisfaction by anticipating needs and consistently offering expert support, sold products to customers during routine service calls using strong cross-selling abilities, served customers by going above-and-beyond to offer exceptional support for all needs.

## **Firefighter**

Van Dyne Fire  
2013 to 2014

## Education

---

### **High school diploma in General Studies**

Fond Du Lac High School - Fond du Lac, WI  
September 2012 to March 2013

## Skills

---

- Packaging
- Forklift
- Warehouse Experience
- Order Picking
- Freight Experience
- RF Scanner
- Load & Unload
- Quality Inspection
- Shipping & Receiving
- Customer service (4 years)
- Pallet Jack
- Materials Handling
- Order Picker

- Microsoft Office (5 years)
- Usability
- User Interface (UI)

## Certifications and Licenses

---

### **Forklift Certification**