

TIMOTHY S. BREWER

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SUMMARY

Twelve years experience in the Customer Service field dealing proactively with customers and vendors who can identify actual and potential problems and implement solutions and retain business relationships. Special depth in:

- * Multi-tasking
- * AS/400 computer system
- * Training abilities
- * Decision making skills
- * Vendor accountability
- * Problem solving skills

EXPERIENCE

MARKET AMERICA: Greensboro, NC.

11/2005-07/2010

Distributor Service Representative

- * Answered inbound phone calls from distributors covering areas of commission checks, shipping issues, Giving computer support assistance.
- * Explained company policy and procedures in operating a successful distributorship.
- * Worked with internal company departments on billing, compliance, shipping and product inquires.

TIMCO-AVIATION SALES: Greensboro, NC.

02/2004-11/2005

Production Controller

- * Supervised the set-up and operation of a production booth, providing accurate accountability to Timco Management, Federal Aviation Administration and customer's standard of quality for record keeping.
- * Audited and entered maintenance work cards into log books and computer systems.
- * Assisted records and mechanic personnel on expediting work flow to meet aircraft departure deadlines.

SOUTHEASTERN HEART & VASCULAR CENTER: Greensboro, NC

11/2002-07/2003

Medical Records/Switchboard Operator

- * Pulled medical charts for appointment schedules and research request.
- * Filed records on a daily basis in the patients charts under appropriate sections.
- * Chart maintenance and organization of filing them throughout the medical practice office.
- * Answered a 13 line in-bound switchboard phone line system, routing calls to the appropriate department.

GRAYBAR ELECTRIC CORPORATIOIN: Greensboro, NC.

04/2001-03/2002

Customer Service Representative III

- * Handled multi-task functions in a team environment dealing with communications equipment.
- * Coordinated the request from clients on purchase orders, order entry, pricing/availability, billing and order Maintenance along with expediting orders and shipments.
- * Worked extensively with outside vendors and warehouse personnel on purchase orders.

JEFFERSON-PILOT FINANCIAL: Greensboro, NC.

03/1998-04/2001

Telephone Representative

- * Assisted agents and policy holders with researching request on policy accounts.
- * Prioritized and resolved problems with policy changes and provisions along with billing and reinstating Life insurance policies for multiple types of life insurance policies.
- * Issued forms and documentation explaining policy contracts, changes and terms.

APAC TELESERVICE, INC: Greensboro, NC.

05/1996-01/1998

Customer Service Representative/Coach

- * Worked in a call center environment for United Parcel Service dealing with scheduled pickups and deliveries, Making billing adjustments, claims and tracking shipments.
- * Handled escalated phone calls to resolve shipping issues.
- * Assisted supervisor in a support position in a team environment.
- * Provided quality assistance to team members and trained new employees coming into the call center.

FURNITURELAND SOUTH INC: Jamestown, NC

01/1995-05/1996

Material Handler/Customer Service Representative

- * Inspected returned furniture for quality control and determine any defects from manufacture.
- * Contacted vendors on purchase orders and deliveries to expedite shipping dates for customers.
- * Researched missing and dislocated case goods within warehouse.
- * Conducted Safety and Fire inspections throughout warehouse system.

Brittney, Inc: Springfield, MO *Safety Associate*

1993

Cessna Aircraft Company: Wichita, KS *Safety Associate*

1992

Carolina Steel Corporation: Greensboro, NC *Safety Manager*

1991

EDUCATION

UNIVERSITY OF CENTRAL MISSOURI

05/1987-05/1991

B.S. Industrial Safety. Internship in Safety with General Electric Aircraft Engine Division.

MILITARY SERVICE

UNITED STATES AIR FORCE: Active duty Whiteman AFB, MO

02/1981-02/1987

SECURITY POLICE/TRANSPORTATION SPECIALIST

- * Provided security for multi-million dollar multiple Launch Control Facilities with multiple launch sites for Minuteman III missile defense system.
- * Held secret security clearance.
- * Honor Guard details for memorial services for fallen veterans.
- * Drove and maintained 10 and 15 ton tractors with 35 foot trailers, armored personnel carriers.
- * Charted and routed military vehicles throughout the missile field complex within a 350 mile radius.
- * **Honorable Discharge.**

