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| **Jesse Bridges** | |  | | --- | | [825jesse@gmail.com](mailto:825jesse@gmail.com) •1-541-246-7982  Eugene, OR, US | |

Dear Hiring Manager:

If your senior leadership team could benefit from a vision-driven and growth-focused professional with a proven history of innovation and achievement, look no further than the enclosed Resume. After reading your requirements for the Customer Service opening, I am certain of my ability to excel in this capacity.

Throughout my career experience, I have established a reputation as a transformational professional who is driven by challenge, undeterred by obstacles, and committed to furthering standards of excellence. My expertise encompasses all aspects of customer service management, project, construction initiatives, and operations management; problem resolution, and team collaboration. Further, my ability to build consensus among executive teams and stakeholders to promote transparency and influence positive change has been repeatedly proven. I look forward to bringing these strengths and more to the team.

Please consider the following highlights of my key contributions and skills:

* Managed multimillion dollar school construction projects from inception to completion within time and budget.
* Devised efficient two-person numbering system that replaced previous three-person method and completed entire classroom task in 25% of original time.
* Proficient in enhancing customer satisfaction by addressing inquiries and resolving issues through virtual channels.
* Skilled in ensuring accurate understanding of customer needs and providing appropriate solutions.
* Dedicated to uphold high service standards and foster positive customer experiences.
* Experienced in driving successful construction initiatives, maximizing efficiency, and minimizing risks.

As a Superintendent, I have spent around 10 hours a day, six days a week, on the phone, I mean that quite literally some weeks. My key responsibility was Ensuring a thorough comprehension of the customers' desires and effectively communicating them with utmost precision to the subcontractors. Then to ensure that subcontractors were scheduled to be at the job site at the designated time, enabling each appointment to proceed seamlessly. This could be quite challenging, especially when the subcontractors failed to show up, resulting in delays for everyone involved in the project.  
  
My aim, however, is to draw attention to the fact that this particular job is based on the same principles, which I am fully capable of handling. I may be overqualified for the position, but I am still highly interested in it as it perfectly aligns with the new career path I am pursuing. Although switching over to a new career can be a daunting task. I am hopeful that you will grant me an opportunity to exhibit my abilities and prove that I am an excellent fit for your team.  
  
Thank you for your consideration.

Sincerely,

Jesse Bridges

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|  | **Customer Service Representative** | |

**Versatile and results-driven professional with expertise in delivering exceptional customer service and support.**

Proficient in enhancing customer satisfaction by addressing inquiries and resolving issues through virtual channels, while maintaining friendly and professional demeanor. Skilled in ensuring accurate understanding of customer needs and providing appropriate solutions. Dedicated to uphold high service standards and foster positive customer experiences. Adept at managing complex projects from inception to completion with quality, scope, time, and budget. Experienced in driving successful construction initiatives, maximizing efficiency, and minimizing risks. Out-of-the-box thinker and creative problem-solver with exceptional interpersonal, leadership, communication, attention-to-details, strategic, and analytical skills.

# Core Competencies

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| * Customer Service Management * Clients Satisfaction & Retention * Construction Initiatives Oversight | * Project Management * Operations Management * Effective Communication | * Problem Resolution * Relationship Building * Team Collaboration |

# Career Experience

Clark/Sullivan Construction, Roseville California 2014 - 2022

Superintendent , 2017 - 2022 | Assistant Superintendent , 2015 - 2017 | Lead Foreman , 2014 - 2015

Nurtured and maintained robust relationships with clients to enhance overall effectiveness. Enabled productive customer engagements. Interpreted and communicated client's project visions to team. Applied adept problem-solving and multitasking prowess for triumphant project conclusions. Resolved challenges and problems to streamline processes and operations. Orchestrated project planning, scheduling, and resource allocation. Oversaw budgeting, cost tracking, and financial reporting. Analyzed risks and devised mitigation strategies.

* Managed multimillion dollar school construction projects from inception to completion within time and budget.
* Devised efficient two-person numbering system that replaced previous three-person method and completed entire classroom task in 25% of original time.

Ken Bridges Construction 2008 - 2014

Assistant Superintendent/Project Manager

Supported superior oversight of construction initiatives. Collaborated with diverse teams to achieve project milestones. Monitored work progress and compliance with standards. Ensured efficient communication among stakeholders. Directed end-to-end project execution and delivery.

* Enforced safety protocols and maintained secure work environment.
* Responded to on-site challenges promptly for seamless operations.

# Education & Credentials

Graduated, High School with Avg. GPA 3.75

# Technical Skills

Bluebeam, Zoom, Skype, Microsoft Office suites, and various VR platforms.