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

**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 2015 - 2022

Superintendent/Assistant Superintendent

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.

Home Depot - Sacramento, California 2012 - 2014

Customer Service Representative

* With every interaction I strived to go Above and beyond protocol to ensure customer satisfaction.
* Answered Incoming calls in a professional manner while striving of outstanding communication with customers inquires, policies, and problem resolutions.
* Processed payment billing on contractor accounts

Ken Bridges Construction - Cottage Grove, Oregon 2008 - 2012

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.

# Technical Skills

Bluebeam, Zoom, Skype, Majority Microsoft Programs, and various VR platforms.