



ANTHONY BOYLSON

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Organized individual with a background in delivering high-quality customer service is seeking employment as an Entry Level Diesel Mechanic.

EXPERIENCED IN MANAGEMENT, STRONG WORK ETHIC AND COMPUTER SKILLS. TECHNICAL APTITUDE AND DIAGNOSTIC SKILLED. A PROBLEM SOLVER AND SOLID COMMUNICATION SKILLS.

EXPERIENCE

JUNE 2017 – PRESENT

SUPERVISOR, CHARITY MOBILE- CINCINNATI, OH

- De-escalate calls by utilizing active listening, positive positioning statements to ensure positive resolution for both customer and company
- Extensive knowledge in application systems: Microsoft Outlook, Microsoft Excel, and Microsoft word
- Manage customers through calls and written correspondence to advise customers on accurate information about their contract and options that are available to them
- Organize and coordinate training sessions for new employees

AUGUST 2014 – MAY 2017

SERVICE MANAGER, CHIPOTLE- CINCINNATI, OH

- Supervises, motivates, evaluates, and coached employees and facilitate effective training programs
- Maintained inventory control of all products and enforce all proper food sanitation procedures
- Maintained high standards of customer service during high volume, fast-paced operations
- Trained new hires for work as crew members and assistants
- Responsible for managing cash flow from registers to deposits
- Valued employee who transferred multiple locations to be a lead trainer and manager with other locations that needed support

JULY 2012 – JULY 2014

CASHIER/LINE COOK, McDONALD'S- CINCINNATI, OH

- Maintained high standards of customer service during high-volume, fast-paced operations
- Operated computer/cash register and enthusiastically accepted payments from customers
- Followed procedures for safe food preparation, assembly, and presentation
- Responsible for training new employees

EDUCATION & CERTIFICATIONS

JANUARY 2020

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**

2014

DIPLOMA, HOMESCHOOLED, CINCINNATI, OH