

Andrew Fontaine

Cary, NC 27511

andrewfontaine@gmail.com

+1 919 280 7974

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Senior Customer Service Professional

Tapstation-Apex, NC

August 2023 to Present

Summary of duties

- Team leader to a staff of over 15 servers and bartenders on any given shift.
- Motivated team members.
- Maintained high team morale.
- Cultivated a team that embodied a solution-focused approach to reacting to customer inquiries and issues with the goal of yielding rapid, concrete, permanent results
- Standardized a training program that ensured all trainees would finish their training as confident, dependable, product and service experts and top tier customer service professionals.
- Ensure an enjoyable dining experience for guests while also educating those who are interested in learning more about the beer brewing process.

Self Employed Contractor

Cary, NC

November 2022 to Present

Delivery Professional

Gopuff-Raleigh, NC

March 2021 to August 2023

Manager

BJ's-BJ's, Cary, NC

December 2018 to March 2021

Summary of duties

Supported and coordinated a cross-functional team of over 50 professionals in a busy, specialty, corporate establishment managing major event days and new item rollouts throughout the year.

- Responsible for ongoing party and major event reservations and bookings throughout the year and of various types.
- Increased the value of the company by creating online and email advertisements to send to current and potential future customers with links for downloading our app and signing up for our rewards program with the goal of creating regular, and repeat customers.
- Created electronic, online bi-weekly schedules for all employees and managed that number on a daily basis in order to keep costs low while still ensuring a quality experience for customers.
- Oversaw daily operations, and resolved all conflicts or grievances quickly and effectively.

Client Representative

Acquire-Raleigh, NC

April 2017 to December 2017

Summary of duties

Marketing associate at an independent marketing firm, responsible for scheduling product demonstration and installations, and advertising on social media in order to ramp up, and streamline purchasing and appointment setting

- Participated in direct marketing initiatives including face-to-face and digital communication to inform the public about vendor offerings and new member discounts and incentives.
- Used digital advertising, and communications including social media to set appointments and installations from our various vendors.
- Created spreadsheets to report customer acquisitions to the product owners as well as to the marketing executives.

Sr. Customer Service Specialist/Manager

Top of the Hill-Chapel Hill, NC

October 2014 to March 2017

Summary of duties

- Onboarded and vetted employees for a variety of front of house positions.
- Oversaw the ordering, receipt, placement of inventory to reduce costs and make finding items easier for any staff who needed them.
- Developed and maintained relationships with contractors and vendors in the local community for the upkeep and maintenance of the establishment.
- Delivered best-in-class customer service with voluminous, positive customer feedback.
- Coordinated with a team of event planners, local corporate and private sponsors, and UNC athletics to air a weekly, live, on-site radio show with a local celebrity guest.
- Participated in event and wedding planning processes in our ballroom/event space reaching out to, and scheduling caterers, florists, local DJ's and bands, etc.

Education

Certificate in Project Management

Google Professional Certificate

February 2023 to July 2023

Continuing education in Pre-nursing

Durham Technical Community College - Hillsborough, NC

July 2018 to May 2020

BS in Psychology/Cognitive Science

UNC Charlotte - Charlotte, NC

August 2008 to May 2012

Skills

- RACI charts
- Agile project management

- Extreme Programming (XP)
- Trello
- Inclusive leadership management
- Backlog refinement
- Data analysis
- OKRs (SAFe)
- Cross-functional team management
- Kanban
- Problem-solving
- Capacity planning
- Dependency management
- Risk mitigation
- Quality assurance
- Large Scale Scrum (LeSS)
- Pair Programming
- Change management
- Asana
- Ethical leadership
- Lean Six Sigma
- Coaching
- Analytics
- Process improvement
- Project planning
- Timeboxing
- Scaled Agile Framework
- Project oversight
- Storytelling
- Critical path planning
- Sprint planning
- Cost-benefit analysis
- Six Sigma
- Influencing
- Work management software
- Lean
- Waterfall project
- Event and meeting scheduling
- Procurement
- DevOps
- Change management
- Business collaboration

- SMART goal setting
- Value delivery
- Scrum
- Project governance
- Scheduling
- Project proposals
- Conflict Management
- Logistics
- Event Planning
- Sales
- Employee Orientation
- Supervising Experience
- Procurement
- Project management
- Project planning
- Conflict management
- Project implementation
- Kanban
- Six Sigma
- Lean
- Lean Six Sigma
- Microsoft Project
- Customer service
- Leadership
- Quality assurance
- Agile
- Waterfall
- Scrum
- Analysis skills
- Supervising experience
- Project coordination
- Events management
- Hospitality
- Recruiting
- Sales
- Marketing
- Data collection
- Research
- SAFe

Certifications and Licenses

Driver's License

Assessments

Supervisory skills: Motivating & assessing employees — Proficient

September 2023

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

September 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Project timeline management — Proficient

June 2024

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

Sales skills — Proficient

June 2024

Influencing and negotiating with customers

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

December 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Office manager — Proficient

June 2024

Scheduling and budgeting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.