

JASON ROONEY

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SKILLS

- Hand and Power Tools
- Exterior Painting
- Industrial and Commercial Painting
- Attention to Detail
- Customer Needs Assessment
- Brushing and Rolling Paint
- Fixture Removal
- Blast and Paint Equipment Servicing
- Sprayer Use
- Customer Service
- Safety Awareness
- Time Management

EDUCATION

Patchogue-Medford High School
Medford, NY • 06/1992

High School Diploma

PROFESSIONAL SUMMARY

Efficient Painter committed to timely completion of residential and commercial painting projects. Dedicated contributor to hardworking painting team emphasizing safety, professionalism and customer satisfaction. Motivated Painter highly effective at patching and repairing drywall and stucco surfaces, as well as matching textures on walls, ceilings and other surfaces. Expertise in unique wall finishes ranging from lime washes to painted murals.

WORK HISTORY

Self Employed Services - Painter

Vero Beach, FL • 02/2018 - Current

- Worked scheduled hours as required and took on available shifts during holidays and busy periods.
- Maintained upbeat, positive attitude in busy, customer-focused environment.
- Inspected and maintained delivery vehicles regularly to keep in safe working order.
- Completed on-time deliveries by choosing best and most efficient routes.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Communicated with dispatchers to stay informed of changes to routes and delivery schedules.
- Filled out load paperwork and DOT-mandated log books.
- Identified mechanical issues, completed basic repairs and reported serious concerns to management.
- Documented mileage, deliveries, pickups, customer issues and damages.
- Promoted customer satisfaction by addressing or escalating concerns for quick resolution.
- Answered common customer questions, accepted payments and completed paperwork at delivery and pickup locations.
- Protected people and equipment from hazardous materials by using correct procedures.
- Applied primers or sealers to prepare new surfaces such as bare wood or metal, for finish coats.
- Used sandpaper, scrapers, grinders, and steel wool to smooth surfaces.
- Used brushes, spray guns and paint rollers to paint surfaces.
- Completed interior and exterior painting for variety of residential and commercial clients.
- Covered surfaces and furnishings with cloth and plastic to protect from paint drops.
- Removed fixtures such as pictures, doorknobs, lamps, and electric switch covers prior to painting.
- Used putty knives and caulking guns to fill cracks, holes and joints

with plaster, putty and caulk.

- Managed daily operations by scheduling and coordinating appointments, assisting customers in selecting and matching colors and preparing invoices and bank deposits.
- Calculated amounts of required materials and approximate time to complete each project to estimate project costs.
- Met with clients to discuss color and finish options and other design details.
- Taped off areas to prevent overspray and other accidents.
- Reached high ceilings and walls with scaffolding and ladders.
- Patched cracks, holes and other imperfections in walls and other surfaces.
- Repaired drywall and plaster prior to painting.
- Applied various types of paints and other finishes to interior and exterior surfaces.

Richard Confort - Rfrc Property Preservationists

Vero Beach, FL • 05/2013 - 03/2018

- Resolved escalated customer service inquiries and complaints to maintain satisfaction.
- Supervised large teams with guidance, support and direction for high-quality customer care.
- Coached and mentored service representatives to deliver polite, professional customer interactions.
- Implemented company policies and procedures for professional, cohesive customer care.
- Measured and improved customer satisfaction through feedback surveys and analysis.
- Managed customer service budgets for cost-effective staff and resource allocation.
- Trained new personnel regarding company operations, policies and services.
- Trained staff on operating procedures and company services.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Managed timely and effective replacement of damaged or missing products.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Investigated and resolved accounting, service and delivery concerns.
- Maintained clean and orderly checkout areas by mopping floors, emptying trash cans and wiping down surfaces.

Waist Management - Waist Management

Sebastian, FL • 10/2012 - 05/2013

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to

resolve product or service complaints.

- Processed customer service orders promptly to increase customer satisfaction.

Sebastian Inlet Marina - Boat Detailer

Sebastian, FL • 03/2007 - 05/2011

- Maintained and enhanced appearance of boats by applying cleaning, restorative and protective agents.
- Filled cracks, removed dents and painted boat exteriors to restore condition and appearance.
- Removed loose dirt and debris from interior of boat, using interior vacuum cleaner.
- Operated mechanical buffer to buff faded areas of gel coating on boat exteriors.
- Started and ran boat motor to verify operation prior to customer pick up.
- Communicated with manager through radio or telephone contact to receive instructions.
- Wiped down and polished interior and exterior surfaces.
- Applied wax and sealants to exterior of vehicles and equipment.
- Inspected vehicles and equipment for visible damage.
- Cleaned upholstery, rugs and other surfaces by using cleaning agents, applicators and cleaning devices.

Sandys Grill - Cook

Sebastian, FL • 09/2004 - 05/2007

- Maintained clean and organized work areas at all times to bring safety and quality to food preparation process.
- Prepared multiple orders simultaneously during peak periods with high accuracy rate, maximizing customer satisfaction, and repeat business.
- Prepared food items in compliance with recipes and portioning control guidelines.
- Checked for quality, kept track of old and new items and rotated stock to confirm freshness of food and ingredients.
- Managed time by organizing and prioritizing kitchen duties to prepare and serve food quickly.
- Seasoned and cooked food according to recipes or personal judgment and experience.
- Took food orders from cashiers and cooked items quickly to complete order items together and serve hot.
- Communicated closely with servers to fully understand special orders for customers.
- Maintained well-stocked stations with supplies and spices for maximum productivity.
- Instructed new staff in proper food preparation, storage, use of kitchen equipment and sanitation.

Rinker Concrete - Cement Truck Driver

Vero Beach, FL • 01/2001 - 05/2004

- Power tool safety
- Transported ready mixed concrete from plant to construction job sites in alignment with specifications.
- Inspected, serviced and cleaned mixer truck and equipment, focusing on safety.

- Maintained safety and efficiency with proper handling of tools, equipment and product.
- Followed safe vehicle operations procedures to protect team members and equipment from damage.
- Inspect vehicles before and after use and troubleshoot issues.