

Andrew Penn

Customer Service Professional

Colorado Springs, CO 80915

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Professional Summary

With over 15 years of customer service experience including my current role as a Support Escalation Manager contracted with Microsoft. I bring a proven ability to manage complex support cases, advocate for customer needs, and drive operational improvements across diverse industries.

In my current position, I specialize in navigating high-stakes technical escalations, coordinating across teams to ensure timely resolution and clear communication. I've built a reputation for persistence, precision, and empathy traits that have helped restore trust in critical moments and improve systemic outcomes.

My background spans food service, apothecary, and tech, giving me a unique lens on customer experience and adaptability. I've led teams, trained peers, and consistently delivered results in fast-paced environments. Whether mentoring new hires or refining internal workflows, I approach every challenge with a blend of emotional intelligence and strategic thinking.

I'm now seeking a stable, growth-oriented role where I can continue to improve systems not just serve them. I thrive in positions that value cross-functional collaboration, operational clarity, and customer advocacy. I'm confident that my experience, versatility, and commitment to excellence make me a strong fit for roles in customer service leadership, support operations, or service delivery.

Thank you for considering my application.

I welcome the opportunity to discuss how I can contribute to your team and help elevate your support systems.

I can be reached at 719-646-6023 or apenn87@yahoo.com.

Warm regards, Andrew Penn

Authorized to work in the US for any employer

Work Experience

Relationship Manager

Tek Experts-Colorado Springs, CO

October 2022 to Present

As a Support Escalation Manager, I lead the resolution of high-stakes, complex customer issues that demand urgency, cross-functional coordination, and strategic advocacy. In my current role contracted with Microsoft, I specialize in pressing for traction on unresolved cases—navigating internal systems, escalating with precision, and restoring trust through transparent communication. With over 15 years of customer service experience across industries including food, apothecary, and tech, I bring a rare blend of emotional intelligence, operational clarity, and inventive problem-solving. I collaborate with engineering, product, and frontline teams to triage technical challenges, identify systemic gaps, and propose scalable solutions. My approach is both empathetic and analytical: I mentor support agents, refine escalation protocols, and document trends to drive continuous improvement. Whether advocating for customers or improving internal workflows, I thrive in roles that require both tactical execution and strategic foresight.

Server/Bartender

On the Border Mexican Grill and Cantina-Colorado Springs, CO

February 2018 to May 2022

My duties at On the Border Mexican Grill and Cantina involve tending to customers' needs and creating an enjoyable dining experience. I accomplish these duties by taking food and beverage orders accurately and providing timely service also while maintaining a clean dining section. Other side duties are also a part of the job which included but was not limited to taking orders over the phone, seating customers, making tortillas, expediting food from the kitchen to customers. I've also been involved with training other employees.

server

Golden Corral

February 2009 to December 2019

at Golden Corral I give fantastic customer service and work hard at it.

I'm a strong believer in teamwork and I encourage it amongst my fellow staff members. My duties include: making customers happy by providing excellent customer service even with large sections, keeping a clean and welcoming section, performing running duties such as stocking silverware and plates for customer use. Closing duties are also a part of our shift duty. Closing involves heavy detailed cleaning of all floors, table tops, and server stations according to corporate standards. Also, as a Former Assistant Manager I was responsible for day to day operations, customer relations, and team building with the staff to produce outstanding results.

Phone Representative

Xerox-Colorado Springs, CO

January 2014 to December 2015

At Xerox I was a contracted customer service and sales representative that worked with Verizon and many other companies. Daily tasks involved meeting customer service and sales goals by staying on task and answering a certain amount of calls per week while also providing excellent customer service to businesses as well as everyday consumers.

multitasking, Customer Care

East Coast Deli-Colorado Springs, CO

July 2009 to January 2010

Colorado

Restaurant/Food Services

As a server at East Coast Deli my duties included but were not limited to meeting the needs of customers in a professional manner, taking accurate customer orders while up-selling alcohol and appetizers. On many shifts my duties would include running the entire front of the restaurant at opening. These duties included: Hosting, cashiering, taking to-go orders, taking in-house orders, expediting food, and busing tables until the others on staff arrived.

Host

Dos Hombres-Colorado Springs, CO

February 2006 to June 2008

Colorado

Restaurant/Food Services

At Dos Hombres I was a host. This job involved greeting and seating customers, controlling the flow customers being seated based a set daily rotation between servers, answering the phone to assist customers with to-go orders, cleaning

tables, and providing above average customer service. Being a host at Dos Hombres meant multi-tasking to make certain that service goes well.

Education

High school

Sierra High School-Colorado Springs, CO

August 2002 to June 2006

Skills

- Upselling (10+ years)
- Multi-Tasker (10+ years)
- Video editing (1 year)
- Restaurant Cleaning (10+ years)
- Adobe InDesign (Less than 1 year)
- Customer service (10+ years)
- Restaurant Server (10+ years)
- Phone etiquette (10+ years)
- Design patterns (2 years)
- Communication skills (10+ years)
- Leadership (8 years)
- Fast Learner (10+ years)
- Sewing (5 years)
- Graphic Design (1 year)
- Bartending (3 years)
- Adobe Photoshop (2 years)

Languages

- English - Expert

Certifications and Licenses

Colorado MED Badge

June 2022 to June 2024

Colorado MED Badge. Approved.

Additional Information

I learned how to sew over years ago, my skills include:

- Pattern making
- Alterations to clothing and patterns
- Clothing Repair
- Design
- Photo Editing (entry level; intermediate) with Adobe Photoshop and InDesign