

Neal Rudler

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- Self-motivated and detail-oriented individual with excellent communication skills. Passionate about delivering quality service and eager to learn and grow in a positive work environment.

Authorized to work in the US for any employer

Work Experience

Small Engine Mechanic

Chivers Construction Company - Fairview, PA
March 2024 to Present

- Maintain, Diagnose and Repair small engine construction equipment.
- Order and stock parts for repairs and maintenance.
- Maintain clean and safe workshop environment.
- Test equipment for proper operation after repairs.
- Communicate with shop manager on equipment repair schedule and work orders

Patient Support Specialist

AbbVie - Erie, PA
January 2024 to Present

Patient Support Specialist

- Inbound Patient Support
- Medical Information
- Patient Enrollment
- Insurance Coverage
- Five9
- Salesforce

Maintenance Technician

Maple Donuts, Inc. - Lake City, PA
November 2022 to July 2023

- Verify schedule for daily production.
- Assess current work orders to be completed.
- Communicate with team lead for daily priorities.
- Execute any work orders to be completed immediately.
- Diagnose and repair production equipment.
- Identify components to be replaced, confirm replacement and place order for new.
- Respond to any supervisor/production issues.
- Confirm product, product specific equipment and packaging is in place and operating properly for following shift to begin.

Turf Equipment Technician

The Kahkwa Club - Erie, PA

March 2015 to May 2020

- Perform diagnostics and repairs on a variety of golf and sports turf equipment.
- Perform scheduled maintenance.
- Overhaul and test major components.
- Complete documentation of diagnostics and repairs performed on work orders.
- Utilize equipment operating manuals, schematics, and drawings.
- Diagnose and identify malfunctions.
- Inspect, repair, and replace defective or worn parts.
- Operate and maintain vehicles, tools, and equipment.
- Other duties as assigned by the Service Manager.

Marine Service Technician

Bay Harbor Marina - Erie, PA

March 2014 to March 2015

- Perform all seasonal preventative maintenance.
- Evaluate and repair faulty mechanical systems.
- Troubleshoot 12/24 Volt DC systems and generators.
- Perform related duties assigned or as the situation dictates.
- Maintain awareness of and continually practice safe work habits.
- Maintain cleanliness on projects both during and after job completion.
- Ability to comprehend and utilize technical service manuals to facilitate repair and maintenance
- Capacity to work as a member of a team or by oneself to achieve desired results

Turf Equipment Technician

Arnold Palm Golf Management (Disney World) - Orlando, FL

October 2011 to February 2014

- Perform diagnostics and repairs on a variety of golf and sports turf equipment.
- Perform scheduled maintenance.
- Overhaul and test major components.
- Complete documentation of diagnostics and repairs performed on work orders.
- Utilize equipment operating manuals, schematics, and drawings.
- Diagnose and identify malfunctions.
- Inspect, repair, and replace defective or worn parts.
- Operate and maintain vehicles, tools, and equipment.
- Other duties as assigned by the Service Manager.

Sales Associate/Customer Service

Boat Tune Inc. - Orlando, FL

March 2011 to July 2011

- Assessing the client's needs
- Telephone Etiquette
- Taking orders
- Helping customers find the right spare part
- Reading catalogs and determining new parts available in market
- Ensuring stocking of all parts

Auto Mechanic

Simlick-Rudler Motors - Albion, PA
January 2009 to September 2009

- Responsibilities: State Inspection, Vehicle repair, Prep for state inspection, Vehicle service (Engine service, tire repair, change, rotation).
- Receive inbound calls from customers inquiring about their vehicle.
- Set appointments according to available schedule.

Production Associate

R & M Targets - Girard, PA
April 2006 to August 2008

- Assemble and prepare goods for shipment
- Maintain proper storage for material and product inventory in warehouses
- Organize inventory in an easy-to-access process

Busser/Line Cook

Sams Beach Bar - Hudson, FL
August 2004 to May 2005

- Clean and reset tables
- Carry dishes and other tableware to the kitchen
- Replenish supplies of linens, tableware and trays
- Assist servers with clearing plates and other areas of table service

Customer Service

West Corporation, AT&T Wireless - Erie, PA
June 2003 to August 2004

- Manage large amounts of incoming phone calls
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

Education

Credential in Information Technology

IBM SkillsBuild
December 2023 to December 2023

MMI in Marine Technician Program

Marine Mechanics Institute - Orlando, FL
March 2011

General Studies

Northwestern High School - Albion, PA
June 2003

IBM SkillsBuild in Customer Engagement: Communication and Personality Dynamics

Skills

- Customer Service
- Self Motivated
- Typing WPM
- Ability to communicate on all levels
- Windows, E-mail & Internet
- Equipment Repair
- Mowing
- Landscape Maintenance
- Troubleshooting
- Lawn Care
- Automotive Diagnostics
- Brake Repair
- Oil Change
- Welding
- Precision measuring instruments
- Hydraulics
- Assembly
- Customer service
- Live chat
- Typing
- Windows
- Automotive diagnostics
- Precision measuring instruments
- Welding
- Carpentry
- Schematics
- Maintenance
- Electrical experience
- Plumbing
- Facilities maintenance
- Mechanical knowledge
- Time management
- Automotive repair
- Salesforce
- Electrical systems

- Communication skills

Certifications and Licenses

Marine Mechanics Institute

IBM SkillsBuild Fundamentals of Information Technology

December 2023 to Present

IBM SkillsBuild : Customer Service Core Skills

December 2023 to Present