



# Mitchell Irvan

2019 McClain Road, Mayfield KY 42066 

(270) 727-8673 

mirvan@mirvansmusings.com 

<https://www.linkedin.com/in/mitchell-irvan> 

Results-oriented, service driven professional with skills in technology, management, training, customer service, and data analysis.

Experience in creating spreadsheets and reports using data collected; de-escalating situations with upset clients; training employees to ensure quality service; troubleshooting and repairing industrial electrical and control systems; and performing maintenance on commercial Point of Service systems.

Major strengths include excellent customer relations; strong knowledge of computer hardware and Windows operating systems; excellent communication skills; a strong focus on customer satisfaction; attention to detail; strong leadership skills; and supervisory skills including hiring, termination, training, payroll, and other administrative tasks.

---

## Skills

Type 75+WPM • Proficient with Microsoft Office, including Excel and PowerPoint • Team player • Proficient with Microsoft Windows and Ubuntu operating systems • Conflict Management • Public Speaking • Data analytics • Experience utilizing teleconferencing tools such as Zoom, Teams, or Discord for training and meeting purposes • Proficient with OBS and other live streaming tools

---

## Education

JUNE 2005

[Associates of Applied Science in Electronics Engineering Technology](#)/Paducah Technical College, Paducah KY

---

## Activities

Literature • Live-streaming • Art • Charity • Travel

---


## References

[Leah Smothers, PH RDH](#) | Floss & Gloss Program Manager, Purchase District Health Dept | (270) 703-8365 • [Hon. Rev. Hooper, D.D.; D.M.; F.A.H.](#) | President, Vivid, INC | (270) 564-2153 • [Justin Burgin](#) | OTP Pro, McDonald's | (270) 564-5639

# Mitchell Irvan

2019 McClain Road, Mayfield KY 42066 

(270) 727-8673 

mirvan@mirvansmusings.com 

<https://www.linkedin.com/in/mitchell-irvan> 

---

## Experience

JAN 2022 – APR 2022

### **Disease Investigator/Purchase District Health Department, Paducah KY**

Answer calls in office regarding COVID-19 questions; sort, organize, and scan faxes in regard to COVID-19 results; update and maintain Master Log, release letters, press release, and EMS updates; perform other administrative and clerical tasks as needed.

JUN 2020 – JAN 2022

### **Contact Tracer, CHFS DPH Kentucky/Aerotek, Paducah KY**

Answer calls in office regarding COVID-19 questions; sort, organize, and scan faxes in regard to COVID-19 results; update and maintain Master Log, release letters, press release, and EMS updates; perform other administrative and clerical tasks as needed.

AUG 2017 – APR 2020


### **Multiple Positions/TTEC, Paducah KY**

- **JAN 2020 – APRIL 2020; DEC 2018 – OCT 2019 | CVS Med D CSR I @ Home**
  - Answer calls from customers regarding Medicare Part D benefits; review claims and assist pharmacy staff with rejected claims; answer questions from other CSRs in capacity as Subject Matter Expert; assist Team Leads with Excel worksheets and other paperwork as needed; run “Boot Camps” to improve agent knowledge on processes as SME.
- **OCT 2019 – JAN 2020 | Temporary Trainer @ Home**
  - Train new hire agents to take calls for CVS Caremark, specializing in Medicare Part D and Wellcare clients; ensure new hires’ timecards are up-to-date; ensure new hires are up to date on all compliance courses; act as supervisor during nesting period; communicate with client to stay up-to-date on all processes and procedures.
- **OCT 2018 – DEC 2018; AUG 2017 – JULY 2018 | ADP CSR II**
  - Answer calls from customers regarding Health & Welfare benefits provided by over 75 employers; assist customers by completing enrollment in employer provided Health & Welfare benefits; assist the Team Leads as needed by answering requests for a supervisor in capacity as a Senior Representative; verify all callers through HIPAA standards
- **JUL 2018 – OCT 2018 | Temporary Trainer**
  - Welcome newly hired employees to TTEC; walk newly hired employees through orientation in TTECU; facilitate up-training as needed with tenured ADP agents to ensure agents are prepared for move to Health & Welfare; facilitate training of new agents to prepare them to take Health & Welfare calls for annual enrollment; act as Team Lead for new agents during their nesting period; create scavenger hunt activities as needed to test proficiency.

# Mitchell Irvan

2019 McClain Road, Mayfield KY 42066 

(270) 727-8673 

mirvan@mirvansmusings.com 

<https://www.linkedin.com/in/mitchell-irvan> 

NOV 2015 – APR 2017

**Associate Engineer/Hess Engineering, Calvert City KY**

Review Piping & Instrumentation and Control Loop Diagrams; assist the API Inspector with their inspections; complete API Inspection Reports using data collected during inspection; maintain and operate Cygnus IV+ Thickness Gauge; clean and maintain company vehicles.

AUG 2014 – NOV 2015

**Meter Reader/TruCheck, Mayfield KY**

Accurately read electrical meters for billing purposes; perform check reads; clean and maintain company vehicle.

FEB 2012 – JUL 2014

**Shift Leader/Arbys, Mayfield KY**

Take and cash out orders; prepare food; handle customer complaints; position crew to run effective and efficient shifts; train new employees; count cash drawers and enforce proper cash handling procedures.

FEB 2011 – NOV 2011

**Installation Technician/Multiband, Paducah KY**

Install and service DirecTV Standard and High Definition Television Systems for residential and commercial customers

AUG 2009 – JAN 2011

**Swing Mangager/McDonald's, Mayfield KY**

Run kitchen and ensure product is delivered in a timely and quality fashion; change drawers in registers; maintain and program McCafe and Frappe machines; complete training by ensuring crew have completed Standard Operating Checklists (SOCs).

APR 2007 – MAR 2009

**Production Technician/PSI Control Solutions, Mayfield KY**

Build electrical control panels for SquareD; build electrical control panels for Trane Heating and Air.

JAN 2007 – APR 2007

**Front Line Cashier/Hardees, Draffenville KY**

Take orders for main lobby dine in and carry out customers; take orders for drive-thru customers; count money in cash drawer with shift manager at start and end of shift.

NOV 2005 – JAN 2007

**Industrial Electrician/Continental Tire North America, Mount Vernon IL**

Maintain and repair EST, PU, and SAV tire building machines; maintain and repair Hirata Tire Storage System; repair electrical damage as needed; perform mechanical work as needed.