

CHRISTOPHER ROCHE

Somerville, MA 02145

SKILLS

- Customer Protection
- Works well with others
- Attention to detail
- Multitasking
- Reliability
- Active listening
- Customer Service
- Continuing CEUs
- Problem-solving abilities
- Multitasking Abilities
- Excellent communication
- Effective communication

WORK HISTORY

- 03/2022 to Current **Deputy Sealer**
City of Somerville – Somerville, MA
Weights and Measures (W&M) **ensures fairness in commercial transactions by inspecting and verifying the accuracy of all weighing/measuring devices (like gas pumps, store scales, scanners, EV charging stations, Oil Trucks, Cab Meters) and checking packaged goods for correct weight/count, price accuracy inspections, checking for skimming devices on pay terminals** protecting consumers from fraud and ensuring businesses operate accurately under state laws, with local Sealers and state Division of Standards officers enforcing regulations and handling complaints
- 11/2020 to 03/2022 **Safety Inspector**
City of Somerville – Somerville, MA
Mostly dealt with COVID rules regulations and enforcement
OSHA Regulations
- 02/2014 to 11/2020 **Code Enforcement Inspector**
City of Somerville – Somerville, MA
- Collaborated with other city departments to address complex enforcement cases effectively.
 - Developed educational materials for community outreach on code compliance best practices.
 - Trained junior inspectors on inspection procedures and regulatory updates, enhancing team efficiency.
- 12/2013 to 02/2014 **Junior Clerk**
City of Somerville – Somerville, MA
- Trained new clerical staff on office protocols and software systems, enhancing team competency.
 - Enhanced office efficiency by organizing and maintaining accurate filing systems.

- Provided clerical assistance to senior staff, such as arranging meetings, making copies, and answering emails.

07/2013 to 12/2013 **ISD Coordinator II**

City of Somerville – Somerville, MA

- Managed scheduling for city events, ensuring efficient resource allocation and execution.
- Entered data, generated reports, and produced tracking documents.
- Gathered and organized materials to support operations.

10/2011 to 07/2013 **311 Service Representative**

City of Somerville – Somerville, MA

- Strengthened customer relationships by communicating total value.
- Applied customer-driven approach when handling incoming calls, e-mails and faxes for service issues, pricing and warranties.
- Implemented improvements to call scripts, resulting in more accurate information gathering and better customer experiences.
- Collaborated with multiple departments to ensure timely resolution of complex service issues.

05/2011 to 10/2011 **Fill In Phone Operator**

City of Somerville – Somerville, MA

12/2008 to 05/2011 **Customer Service Representative**

Stop & Shop – Somerville, MA

Started as a cart collector, by the time I left I'd worked my way up behind the Customer Service Desk.

EDUCATION

High School Diploma

Somerville High School - Somerville, MA