

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