

JESSICA CLAIRE

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SKILLS

- Team Building and Leadership
- Coaching and Motivation
- Delegating Work
- Conflict Resolution
- Verbal and Written Communication
- Multiple Priorities Management
- Collaborative Teamwork
- Continuous Improvement
- Goal Setting
- Employee Safety
- Shipping and Receiving
- Inventory Management
- Reporting and Correspondence
- Billing and Invoicing

EDUCATION

Central Piedmont Community College
Charlotte, NC

Associate of Arts: Graphic And Printing Equipment Operation

PROFESSIONAL SUMMARY

Goal-oriented warehouse professional with progressive background into senior leadership positions and proven expertise in continuous development of processes and procedures. Monitors and coaches team members to improve performance and safety. Strong attention to quality and security. Diligent about inspections, quality control and proactively spotting shipping and delivery errors to minimize rework.

WORK HISTORY

Dexter Magnetic Technologies - Warehouse Manager
Los Angeles, CA • 03/2021 - Current

- Verify proper packaging and labeling for each shipment to promote accuracy and safety of merchandise in transit.
- Keep the team safe by maintaining clean tools, equipment and work areas.
- Stamp boxes and tag individual items based on planned distribution.
- Operate equipment such as pallet jacks to move and organize stock.
- Inspect items to identify problems and worked with supervisors or vendors to correct issues.
- Observe all company safety policies and OSHA guidelines. 131 / 100008 Indian Trail has a 100% Safety Rating.
- Coordinate and distribute backorders to meet customer needs.
- Unpack and store deliveries quickly to maintain an safe and secure environment.
- Reduce warehouse hazards by disposing of trash and debris.
- Organize work areas to reduce errors.
- Count stock via Cycle Count every day and documented data in the computer database.
- Collected and dispose of excess stock, defective items or obsolete materials.
- Document shipping and receiving activities to maintain current Windows / P-21 procedures.
- Protected business from unnecessary liability by carefully following security and safety standards.
- Professional Summary Skills Experience Carried out high-quality shipping and receiving work with little oversight.
- Manage daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Keep inventory levels optimized and supplies organized for forecasted demands.
- Support inside and outside sales operations by completing assignments with strong focus on quality and performance.
- File records to keep system and information organized.
- Develop and communicated standard operating procedures to team of 10.
- Prevent customer service delays by using slow periods to get ahead of routine tasks such as restocking supplies.
- Receive and route incoming mail, packages, and deliveries.
- Meet targets consistently by working hard and with strong attention to detail.
- Guide visitors to staff members and business locations with warm, personable approach.
- Order, organize, and rotate supplies.
- Consult with customers to understand desires and suggest best products to meet needs.
- Help managers improve area operations by sharing customer feedback and contributing new ideas.
- Satisfy customers every day with fast, friendly, and knowledgeable support for industrial and commercial needs.
- Manage communications between team members, customers and vendors to keep operations successful.
- Keep documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Evaluate supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors.
- Expedited resolutions of shipping errors and packaging mistakes. We have a 98% On Time Delivery Score.
- Managed scheduling and task delegation for 1-member warehouse team.
- Operated P-21 computer system, hand-held inventory control device and calculator to perform Production Orders / USD card verification for WEB-8000-BRANDED. Also add Surcharge to HW designated inventory

Walman Optical Company - Customer Service Representative
Indianapolis, IN • 01/2018 - 01/2020

- Studied products inside and out to understand features, designs and potential uses.
- Maintained customer records, using automated systems.
- Learned the needs of each customer to provide be er product recommendations and increase sales chances.
- Negotiated the pricing, delivery structure and terms for each sales and service agreement.
- Provided constant support to customers about products, prices and technical issues.
- Negotiated prices, terms of sales, and service agreements.
- Spearheaded sales campaigns with broad and targeted promotions to maximize business opportunities.
- Addressed customer issues promptly to maintain satisfaction and preserve revenue streams.
- Maintained relationships with existing customers while continuously prospecting for new business.
- Prepared smooth presentations and product demonstrations to showcase features and drive sales.
- Prepared and submitted sales contracts for orders.
- Supported sales operations by completing assignments with strong focus on quality and performance.
- Determined team targets and implemented plans to achieve goals at individual and group level.
- Protected business from unnecessary liability by carefully following security and safety standards.
- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Met targets consistently by working hard and with strong attention to detail.
- Managed communications between team members, customers and vendors to keep operations successful.

Resideo Technologies, Inc. - Inside Sales Representative
Cincinnati, OH • 01/2013 - 01/2018

- Prepared smooth presentations and product demonstrations to showcase features and drive sales.
- Studied products inside and out to understand features, designs and potential uses.
- Learned the needs of each customer to provide be er product recommendations and increase sales chances.
- Negotiated the pricing, delivery structure and terms for each sales and service agreement.
- Negotiated prices, terms of sales, and service agreements.
- Maintained relationships with existing customers while continuously prospecting for new business.
- Addressed customer issues promptly to maintain satisfaction and preserve revenue streams.
- Provided constant support to customers about products, prices and technical issues.
- Visited establishments to evaluate needs and promote product and service sales.
- Prepared and submitted sales contracts for orders.
- Spearheaded sales campaigns with broad and targeted promotions to maximize business opportunities.
- Maintained customer records, using automated systems.
- Met targets consistently by working hard and with strong attention to detail.
- Received and routed incoming mail, packages, and deliveries.
- Collaborated well with team members to carry out daily assignments and achieve team targets.
- Guided visitors to staff members and business locations with warm, personable approach.
- Carried out high-quality inside sales work with little oversight.