

Ryan Wilson

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Summary

Punctual and reliable customer production assistant with 5 years of experience assisting in order fulfillment and outbound customer service.

Experience

Production Assistant | 03/2019 - Present | Canned Products | Houston, Texas

- Ensured the smooth operation of the company's production system, improving efficiency by 10%
- Maintained an accurate inventory of all products on hand and on order, ensuring all orders were shipped in a timely manner
- Managed the quality assurance process for the production of 250 non-food items in a timely manner
- Completed 302 daily tasks within the production process
- Developed interpersonal and communication skills to collaborate with other departments, including the marketing department and the sales department

Production Assistant | 11/2017 | Grossworth Industries | Houston, Texas

- Maintained up-to-date knowledge of company operations by completing regular workflows (e.g. updating online invoices, compiling reports)
- Responded to and resolved customer service inquiries with a high degree of efficiency and professionalism
- Managed an average of 100 production orders per day and prioritized daily production orders
- Creatively problem-solved issues by applying creative problem-solving techniques
- Completed step-by-step instructions, such as connecting to the company's computer network

Sales Associate | 07/2016 | Jo-Ann | Houston, Texas

- Increased sales by an average of \$300 per month by providing high quality customer service
- Achieved a team average of a weekly transaction volume of 6+ times the previous week's average, resulting in an increase of \$40k in monthly sales
- Gave 85% of all customer service interactions, resulting in 5.5% longer customer retention
- Increased average transaction size by 10% to account for non-traditional sales
- Increased sales by an average of \$300 per month by providing high quality customer service

Skills

Prototyping, Robotics, Project Management, Technical Reporting

Education

High School Diploma | Georges Vanier Secondary School | Houston, Texas