

# ROBERT MCMULLEN

CHARLOTTE, NC

774-400-4318

ROBERT.T.MCMULLEN@OUTLOOK.COM

## SERVER ADMINISTRATOR

*A skilled employee with over ten years of management and customer service experience seeking a career opportunity within your company to fully utilize my experience and further my skills, meanwhile making significant contributions to the success of the organization.*

## AREAS OF EXPERTISE

Database Management | Customer Service | Customer Relationship Management | Management and Administration | Production Procedures | Problem Resolution | Process Improvement | Training and Mentoring | Operating Systems | Reporting and Documentation | Technical Knowledge

## RECENT EXPERIENCE

### SERVER ADMINISTRATOR

#### **USARRP Citizen Framework** Remote | 2020 - Present

*Moderate an online community of over 5,000. Monitor the performance and visualization of the server at all times. Manage and handle disputes, server issue claims, and troubleshooting. Responsible for the termination of accounts. Assist the client base with identifying system issues, installation, upgrades, and their system performance. Monitor and maintain the integrity and security of the server.*

### INVENTORY CONTROL ADMINISTRATOR

#### **Victaulic** Mansfield, MA | 2019 - 2021

*Evaluated and kept a daily recording of new deliveries and warehouse inventory. A performed physical count of inventory and reconciled warehouse stock count. Received, unpacked delivered stock. Trained new staff/interns performing related job activities.*

### PICKER/PACKER

#### **Amazon** Fall River, MA | 2016 - 2019

*Safely operate an order picker machinery through VNA to pick items from bins using an RF scanner. Pulled products based on daily orders and met specifics of the customer's orders in a timely manner. Monitored product quality and reported problems to mitigate safety issues. Followed good manufacturing practices and assisted in identifying opportunities to improve processes as well as practicing required work safety practices. Performed other duties as assigned.*

### TEAM LEAD – MACHINE OPERATOR

#### **Harvey Industry** North Dartmouth, MA | 2014 - 2016

*Managed a team of window manufacturers and quality-checked finished products. Worked in a fast-paced environment while adhering to safe work practices. Performed audits to ensure proper equipment operation. Monitored equipment and communicated with team members during operation to ensure high-quality continuous production.*

## REFERENCES

FURNISHED UPON REQUEST