

Joseph Cordell

Auburn, WA • Joseph@jcordell.com • (253)-228-6884

Experience

Thirteen Chefs— Redmond, WA

April 2020 - Present

Logistics Coordinator / Customer Service

- Kept track of freight and parcel shipments and coordinating deliveries
- Created inbounds to sent products to Amazon fulfillment
- Provided above and beyond customer service

Healthy Paws Pet Insurance (Robert-Half contract) – Bellevue, WA

March 2019-April 2020

Customer Service Representative

- Utilized Salesforce to give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints
- Transferred and merged accounts based off customer needs
- Addressed customer inquiries by telephone and email in a timely and accurate fashion

Amazon (Aerotek contract)- Seattle, WA

January 2018- September 2018

Catalog Specialist

- Trained to analyze and evaluate confidential data with field experts
- Validate data for machine learning
- Worked to improve and streamline the process through automated repetitive tasks and collaboration

Western Washington University – Bellingham, WA

September 2015 – June 2016

Graduate Teacher Assistant

- Assisted faculty members with classroom instruction, exams, grading and miscellaneous projects
- Taught courses in biomechanics, strength and conditioning, and physiology to undergraduate students
- Instructed and lead undergraduate lab sessions and undergraduate research
- Prepared and delivered lectures according to a curriculum in a way that students understood material

Cuong Nhu Martial Arts Club – Bellingham, WA

January 2010 – December 2016

Founder and Head Instructor

- Planned and organized martial art lessons for three days a week during the school quarter
- Progressed students through a curriculum and advanced ranks

Education

Western Washington University – Bellingham, WA

September 2009 – December 2017

- Master of Science in Exercise Science
- Bachelor of Science in Kinesiology

Accomplishments

- Third Degree Black Belt in Cuong Nhu Martial Arts
- Ironman Finisher at 2019 Ironman Canada in Whistler, BC