

# Michael Klink

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## Qualifications

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- Experienced leader with a strong track record in employee management, process optimization, and operational excellence.
- Proficient in Six Sigma, Lean methodologies, and Kaizen for continuous process improvement.
- Technical expertise in Microsoft Office Suite, SQL, Python, and JavaScript, with experience in automation and data analysis.
- Strong communication, team motivation, and conflict resolution skills, ensuring high employee engagement and performance.
- Deep understanding of warehouse operations, logistics, and inventory management to drive productivity and quality assurance.

## Professional Experience

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### Target Distribution Center – Riverside, CA

#### Lead Warehouse Worker (December 2024 – Present)

- Assisted operations managers in workflow optimization, safety compliance, and productivity improvement.

#### Warehouse Associate (September 2023 – December 2024)

- Executed inventory control tasks, quality assurance, and fulfillment efficiency improvements.

### Self-Employed

#### Independent Contractor Driver (May 2020 – Present)

- Consistently maintained a 5-star customer service rating through reliable and timely deliveries.

### Amazon Fulfillment Center

#### ICQA Data Analyst (September 2020 – May 2021)

- Implemented data automation using Python and Excel VBA, reducing reporting errors and improving efficiency.

#### Operations Assistant / Problem Solver / Ambassador (April 2015 – September 2020)

- Trained and led teams in operational problem-solving and process improvement initiatives.

### Stater Bros. Markets – Hemet, CA

### **General Merchandise Clerk** (October 2010 – May 2015)

- Managed inventory control and provided exceptional customer service in a high-paced retail environment.

### **Courtesy Clerk** (November 2007 – October 2010)

- Provide exceptional customer service, assist in bagging groceries, helping with carry-out orders, and keeping a clean and organized store and parking lot.

## **Education**

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**Bachelor of Science in Computer Science** - University of Phoenix (August 2024)

## **Key Skills**

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- Leadership & Team Management
- Process Improvement (Six Sigma, Kaizen, Lean)
- Inventory Control & Quality Assurance
- Data Analysis & Operational Reporting
- Customer Service & Employee Engagement
- Technical & Software Proficiency (SQL, Python, JavaScript, VBA)

## **Certifications**

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- HTML, CSS, JavaScript
- Lean Six Sigma (Green Belt)