
RASHIV RICHARDS

PROFILE

IT professional with year of front-end developer experience. Skilled in designing, developing and testing multiple web-based applications incorporating a range of technologies. Aspiring to combine broad background with strong technical skills to excel as a Front-End Developer.

EXPERIENCE

TECHNICAL SUPPORT SUPERVISOR , APPLE; ARLINGTON, TEXAS-2017-PRESENT

Guided and coached team of Apple Technical Support Engineers support technicians in addressing and resolving challenging technical issues. Developed and deliver curriculum for team meetings. Formulated, analyzed and delivered reports on support metrics to senior management. Consistently met or exceeded service levels, leading to significant increases in customer satisfaction and retention. Manage team of thirty associates. Selected for Area Manager rotation for six months. Used web authoring and multimedia tools such as Adobe Captivate and Photoshop; also experience with Javascript and CSS. Experience with project management and time management tools and methodologies.

TECHNICAL SUPPORT ENGINEER, APPLE; ARLINGTON, TEXAS-2015-2017

As a Technical support engineer my responsibilities are providing a friendly, easy to understand troubleshooting guidance for all inquiries resulting from handset or data devices such as Macs, business software. While building a lasting impression on the client.

WAREHOUSE SUPERVISOR, TARGET, MIDLOTHIAN, TEXAS – 2020-PRESENT

Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias. Assess Fulfillment business and make decisions to help teams fulfill all guest orders accurately and efficiently. Navigates through an advanced ERP System in order to successfully execute all daily aspects of the "Inbound & Outbound" inventory operations. I'm also responsible for the integrity and accuracy of all inventories by performing daily audits and maintaining a comprehensive Cycle Count program. I maintains and compute inventory balance by running and preparing reports of inventory balances, shortages and discrepancies. While motivating my team in a safe, fun environment.

WAREHOUSE TRAINER, TARGET, MIDLOTHIAN, TEXAS – 2020-2020

Provide training in Operational processes using SOP's and best practices. Constructively watch employees and provide feedback on a regular basis. Assist with Quality Assurance functions (Audits, Exception Logs, Scale Compliance) Partner with other area trainers to maintain consistency of process training. Ensure associates have all tools necessary to complete their job responsibilities. Ensure associates are provided with a safe, hazard free

work environment. Set a standard of excellence in job performance, attendance, and adherence to all policies and procedures that is an example for all other associate.

WAREHOUSE ASSOCIATE, TARGET, MIDLOTHIAN, TEXAS – 2020-2020

Brought a positive and respectful attitude while working independently and in a team environment. Engage in problem solving to support continuous improvement. Very punctual. Certified in battery power equipment as follows Reach Truck, Balance Stacker, Order Picker, Triple Pallet Jack, Tugger, Fork lift.

Other warehouse experience upon request Amazon, FedEx, USPS

EDUCATION

MICHIGAN STATE UNIVERSITY – COMPUTER SCIENCE, BUSINESS INFORMATION SYSTEM, JUNE 2022

SKILLS

Staff Organization skills, Strong Communication skills. Database Management, hiring and training. Microsoft Word, Excel, Powerpoint, Access, Works; Symantec Firewall. Proficiency with software Oracle and Sharepoint. Mac OS, iOS, Android Os, Windows Os.

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