
SHALEEM MALIK

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Summary

Looking for a challenging and satisfying career opportunity in a congenial working environment and prospects for professional learning and growth along with the progression of the Organization.

Skills

- HTML5
- BootStrap
- Foundation
- CSS
- JavaScript
- JQUERY
- AJAX
- Node.js
- GitHub
- GitLab
- Web APIs
- React.js
- MongoDB
- Microsoft SQL Server Management
- MySQL
- MS Office
- Administrative
- Customer satisfaction
- Cycle counting
- Training employees
- Inventory
- Packaging
- Policies
- Problem solving
- Supervision
- Trouble shooting
- Exceptional telephone etiquette
- EMR Software expert
- Troubleshooting proficiency
- Team building
- Customer service
- Communications
- Team management
- Planning and coordination
- Insurance billing
- Project organization

Experience

● 08/2017 - Current
HospiceMD
West Covina, CA

Software Support Specialist

- Observed system functioning and entered commands to test different areas of operations.
- Created user documentation and manuals for use in training classes and onboarding sessions.
- Facilitated system migration projects during off-hours to avoid outages and network bottlenecks.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Drafted technical documents, including whitepapers, user manuals, implementation documentation and support base entries.
- Advised customers and users regarding required maintenance practices of diverse software systems for OEM warranty requirements and industry best practices.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.
- Responded to 50 individual tickets every week to provide end-user support on System and Software.

- Assisted online users via live chat, web conference and phone to resolve issues related to Hospice Compliance and Software use and access.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Assessed Internal and end-user issues to determine appropriate troubleshooting methods for remediation.
- Responded to support tickets within 5 minutes to improve customer service.
- Supported HealthCare customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Developed training materials, conducted webinars and authored wikis for user training and support use.
- Consistently responded to customer service emails within standard window for optimal response.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Assisted in technical support process refinement to improve customer service and support.

01/2016 - 08/2017

US Farathane
Corporation
Lake Orion, MI

TEAM LEADER

- Involves administrative activities.
- Responsible for maintaining regular communication with interrelated departments, such as distribution and engineering, to plan and execute production goals efficiently.
- Prepare the production floor for daily production.
- Monitors daily production and adjust production based on inventory.
- Review production set-ups for accuracy and quality requirements.
- Assist trouble shooting of machines, dies.
- Train/maintain training of team members in the process.
- Monitor Team Members.
- Assist in quality investigations.
- Report issues/problems to immediate supervisor / Manager.
- Conduct periodic audits of the processes.
- Perform inventories as needed.
- Ensure document control is being completed properly.
- Communicate with other departments.
- Implement responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- COMPANY: US FARATHANE OCCUPATION: SHIPPING / RECEIVING CLERK, To assist in the warehouse functions required to insure accurate inventories, receipts, and shipments to internal

and external customers.

11/2014 - 12/2015

JOB

RESPONSIBILITIES

Lake Orion, MI

Shipping and Receiving Supervisor

- Verify all the truck wheels are chocked before entering vehicle.
- Responsible for following all internal and OSHA required safety procedures.
- Loads trucks with finished goods for customers, verifying shipper with product loaded.
- Unloads purchased material, etc.
- And receives in verifying quantities are correct and then puts stock into proper location in warehouse after verification and inspection.
- Keeps warehouse organized and clean.
- Responsible for seeing that stock is rotated (FIFO - First In First Out).
- Assists in putting away finished goods into warehouse and pulling parts as needed for Quality, Engineering or Manufacturing Departments.
- Assemble racking when required.
- Assist in cycle counting and auditing inbound and outbound shipments.
- Stage and label correctly all product going out.
- Keep a high level of housekeeping in work area.
- Adherence to all company policies and procedures (i.e., Quality Manual, Associate Handbook, etc.).
- Performed all other duties as requested by the Materials Manager COMPANY: US FARATHANE
OCCUPATION: MATERIAL HANDLER, Following established policies and procedures, ensure proper and timely flow of all materials and product from arrival until stored as finished goods.
- Also, providing flow of all in house material and product including rework, scrap machinery, equipment and garbage.
- This is done primarily by driving a hi-lo or by using a hand jack.
- JOB RESPONSIBILITIES:.
- Use Bill of Material located on Basic IV for all material changes.
- Log all material type changes.
- Follow FIFO procedure when replacing material in Central Load room and Components.
- Weigh parts running without scales.
- Put away finished product correctly.
- Perform all Housekeeping duties in conformance to the Housekeeping Verification.
- Keep presses stocked with totes and skids.
- Keep returnable storage area stocked.
- Keep front wall, front aisle and back aisle clear at all times.
- Remove all stock, packaging, and assembly equipment from the press at the time of all mold changes.
- Keep returnable lids picked up.
- Change and recharge batteries when necessary.
- Scan and properly identify all assigned product.
- Any other duties as assigned by Plant Supervisor COMPANY: US FARATHANE, Manufacture product utilizing primary and secondary processing equipment or hand assembly.
- Following all procedures and work instructions, achieve optimal productivity, quality, and safety assuring internal and external customer satisfaction.
- Operate molding press/equipment per Company procedures.
- Review "Operator Display Board" prior to running production for work instructions and Quality Alerts.
- Assure product meets established quality criteria of zero non-conformances.
- Correctly record scrap every hour per work instructions.
- Correct application of all internal and external labels when required, including removal of all old

labels from returnable packaging.

- Correct application of lot control numbers.
- Daily review all applicable quality alerts.
- Immediately notify Supervisor of all discrepancies to established quality checks (ie, sample boards, inspection instructions, SPC, etc.).
- Communicate production and quality issues/concerns with associates during communication meetings.
- Keep work area clean and organized.
- Participate in team problem solving activities (ie, 8D's, communication meetings, etc).
- Responsible for following all internal and OSHA required safety procedures.
- Adherence to all company policies and procedures (ie, Quality Manual, Associate Handbook, etc).
- COMPANY: TIM HORTONS, Involves the supervision of team member activities on shift to ensure that standards around people, product, cleanliness, and exceptional Guest experience are fulfilled.

04/2014 - 11/2014

US Farathane
Corporation

MACHINE OPERATOR

- Completed over 20 complex manufacturing tasks while adhering to specific daily and material needs.
- Detected work-piece defects and machine malfunctions, maintaining machines to prevent future malfunctions.
- Selected proper cutting tools and calculated correct parameters to manufacture quality parts.
- Executed on-time, under-budget project management on complex industrial equipment, including metal and precision part machining issues.
- Read and understood blueprints, product specifications and tooling instructions to plan correct operational sequences and prevent materials waste.
- Completed minor machine maintenance, including oiling parts and cleaning components.
- Constructed appropriate offset corrections for tool wear, broken tools and casting variations.
- Monitored operations machines to detect malfunctions and identify product defects.
- Maintained accurate and timely completion of log books and inspection reports.
- Maintained assigned equipment and performed daily inspections to increase equipment lifetimes and cut costs by 100%.
- Studied blueprints to program daily machining tasks and maintain production efficiency.
- Worked on team of 120 employees for over 30 projects.
- Established and adjusted feed rates and cutting parameters to keep operations in line with production demands.
- Obtained appropriate tooling and fixtures to revise setups on calibrated test strands.
- Received and correctly processed both written and verbal instructions, prints and work orders.
- Monitored feed and speed of machines during machining process.
- Documented daily production data and submitted accurate, timely logs to keep management up to date on activities.
- Completed pre- and post-trip inspections, including cleaning of fuel and servicing units.
- Reported all operational deficiencies to supervisor and maintenance personnel.
- Set up and operated machines such as Injection Molds and Extrusion to create high-quality car manufacturing products.
- Executed bench, machine and hand tool work by shaping, fitting and assembling machine parts from metal stock.
- Operated equipment in accordance with company procedures and customer requirements.
- Read and interpreted operation and parameter sheets to effectively complete each job.
- Operated various gauges to inspect pieces after production completion.
- Operated multiple fabricating machines, including cutoff saws, shears, rolls, brakes, presses and

forming or spinning machines.

- Removed and replaced worn machine accessories to keep products within desired tolerances.
- Comprehended and carried out routine or complex job specifications and requirements.
- Set up machines for various jobs up to ensure high-quality manufacturing and waste reduction of plastic parts.
- Planned and laid out work to meet production and schedule requirements.
- Lubricated injection mold and extrusion parts and performed minor maintenance to improve machine function.
- Practiced safe driving procedures when traveling to and from locations, following company, customer and state laws requirements.
- Worked from layout and work order, created programs and set up machines to produce required parts.

05/2013 - 04/2014

Tim Hortons
Warren, MI

SUPERVISOR

- Realigned workflows with changing business demands by evaluating processes and employee strengths.
- Addressed employee and production issues to determine and implement optimal resolutions, preventing wasted resources and maintaining schedules.
- Established and enforced clear goals to keep all employees on same level and working collaboratively.
- Coordinated with internal departments to maximize operational efficiency across production and administrative areas.
- Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity.
- Executed new training initiative to improve skills and develop leaders from within.
- Identified and corrected performance and personnel issues negatively impacting team and business operations.
- Inspected incoming supplies to verify conformance with materials specifications and quality standards.

Education and Training

Rawalpindi, Pakistan. **Bachelor** in business administration
St. Mary's university

Sahiwal, Pakistan **Associates** in Pre-Engineering
The educators College

High School Fauji Foundation model school, Sahiwal Pakistan.

Los Angeles, CA **Full-Stack Web Development** in Web Development
UCLA

Acheivements

US FARATHANE - EMPLOYEE OF THE MONTH

TIM HORTONS - AWARDED AS THE BEST EMPLOYEE

Links

- <https://www.linkedin.com/in/shaleem-malik-759795100/>

- <https://github.com/Shaleem90>