

Control Room Process Assistant Control Room Process Assistant Control Room Process Assistant - Amazon Wilmington, DE My customer service experience started with me in college working for Horn & Hardart's cafes and then extended into my time with SP plus formerly known as Central Parking Systems. I've worked directly with cash, credit, and checks in roles as a cashier, supervisor, and administrator. My positive outlook and demeanor have helped earn multiple employee of the month awards. In my current role with Amazon my understanding of customer obsession has enlightened me on logistics and how they affect your business model.

**Work Experience**

**Control Room Process Assistant Amazon November 2017 to Present** Monitor conveyor lines using a combination of virtual software and live video feeds Call out conveyor disturbances through radio and chat room communications Report to upper management on building status Warehouse Associate Amazon November 2015 to Present Use scanner to locate customer items in the warehouse Use palette Jack to transport items across the facility

**Freelance Graphic Designer SP+ Parking November 2015 to October 2016** Design advertisements for upcoming job fair events (Photoshop, Illustrator) Design advertisements for parking lot specials (Photoshop, Illustrator) Design mapping information for third party parking installations (Photoshop, Illustrator)

**Administrator SP+ Parking October 2015 to July 2016** Obtained revenue by verifying transaction information; computing charges and refunds. Prepare reports by collecting, analyzing, and summarizing account information and trends. Resolved account discrepancies by investigating documentation, and other information

**Supervisor SP+ Parking July 2013 to July 2015** Collect and document revenue from cashiers to be transported by courier. Resolve parking lot issues of cashiers or guest. Provide directions in and out of the venue and including surrounding neighborhood.

**Front-end web developer Civil War Trust November 2014 to November 2014 to 11/14** Creating new responsive web pages Transforming mockup designs into html pages Upload code to open source programming

**WordPress developer Neat - neat.com February 2014 to June 2014** Umbraco to WordPress transfer Plugin resolutions Manipulated WordPress template with CSS, HTML, and PHP

**Education certificate American College Consortium 2018** Design Art Institute of Philadelphia 2005 Skills Html, Javascript, Php, Css, Cms, jquery, Mysql, Microsoft office, Word,

Photoshop, Customer interaction, Telephone, Pallet jack, Accounts receivable, Etiquette Additional Information Other skills: Microsoft Office, Accounts Receivable, telephone etiquette, direct customer interaction, e-commerce, HTML, CSS, CMS, MYSQL, jQuery, JavaScript, PHP, Word Press, Joomla, Photoshop, Pallet Jack

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