

Crystal Hoefener

Indianapolis, IN

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Authorized to work in the US for any employer

Work Experience

Inventory Control Quality Assurance

Target Distribution Center-Indianapolis, IN

November 2021 to Present

Conducted detailed inventory audits and defect investigations across warehouse locations, utilizing lean, 5S, and Six Sigma practices to improve inventory accuracy and reduce process errors.

- Researched and resolved inventory inaccuracies, determined root causes, and documented corrective actions within strict Service Level Agreements (SLAs).
- Collaborated with leadership teams to communicate findings and resolution strategies, preventing downstream delays, order cancellations, and freight disruptions.
- Operated powered industrial equipment safely and efficiently to access, audit, and correct physical inventory in high-density storage environments.
- Supported operational teams by identifying and resolving pick issues, product shortages, and location errors impacting fulfillment accuracy.
- Managed multiple audits and follow-ups simultaneously while maintaining documentation integrity and quality standards.
- Demonstrated professionalism, attention to detail, and proactive problem-solving in a fast-paced, performance-driven warehouse environment.

Behavioral Health Technician (BHT)

Hickory Treatment Center-Indianapolis, IN

February 2022 to May 2022

- Assessed and observed patients' behavior and mental status, documenting findings in electronic medical records.
- Implemented individualized treatment plans, including therapeutic interventions and activities to promote mental health and emotional well-being.
- Collaborated with interdisciplinary team members, such as psychiatrists and case managers to coordinate and provide comprehensive care for patients.
- Conducted group therapy sessions and facilitated psychoeducation classes on topics related to mental health and substance abuse.

Claims Representative

SearchPros-Indianapolis, IN

September 2021 to November 2021

- Work from home position
- Managed workman comp claims, ensuring meticulous documentation and compliance.
- Efficiently processed numerous workman comp claims, optimizing claims resolution speed.
- Analyzed and assessed workman comp claims to ensure accuracy and fairness in settlements.
- Provided guidance to claimants on workman comp process, enhancing customer satisfaction.
- Streamlined documentation for workman comp claims, improving processing efficiency.

Warehouse Worker

Spreetail-Greenwood, IN
June 2021 to October 2021

- Streamlined warehouse operations, enhancing packing efficiency and accuracy.
- Expedited order processing by optimizing pick routes, reducing turnaround time.
- Supported peers in manual pit pick tasks, fostering a collaborative work environment.
- Aided colleagues in manual pit pick, strengthening team performance.
- Fostered a team-oriented environment to streamline warehouse tasks.

Education

Diploma

Shelbyville High School
August 2005 to May 2009

Skills

- Logistics
- Inventory management
- Inventory control (5 years)

Certifications and Licenses

Driver's License

Order Picker

September 2022