

Joshua M. Alm
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Experience

DecoPac, Inc. Anoka, MN

02/14 – 02/21

Customer Technology Solutions Analyst

- Working with Customers (internal and external) 01/20 – 02/21
 - To understand needs
- Create Jira tickets for Cakes.com rebuild project
 - Be the voice of the customer
- Troubleshoot e-commerce applications
- Maintain list of Demo units
- Work with customers to set up and deploy e-commerce solutions
- Reconcile Helpdesk tickets

Website Content Specialist

04/17 – 01/20

- DecoPac.com / Cakes.com / PhotoCake Application
- Building/Updating static landing pages / Blog posts
- Controlling Lists for Navigation

PhotoCake Technician Level 2

02/14 – 04/17

- Coaching Level 1 Techs
- Managing PhotoCake System Inventory
- Troubleshooting hardware
- Creating standardized process for troubleshooting

Heraeus Medical Components, Centerville, MN (Contract)

01/13 - Present

Material Handler

- Receiving Incoming Packages
- Inventory Controls
- Picking Orders for Production Runs
- Picking & Packing Outbound Shipments
- Processing UPS & FedEx shipment

Donatelle Plastics, Inc., New Brighton, MN

02/04 – 03/12

Stockroom Coordinator, 10/07 – 03/12

- Maintain Inventory Control, Cycle Counting and Report Tracking
- Use Computer Systems to Create Labels for Production Jobs
- Maintain Stockroom Infrastructure
- Investigate and Reconcile Disposition Errors Within IQMS System
- Practice FIFO Guidelines
- Verify Material Counts Upon Receipt
- Assist in Shipping & Receiving as Needed
- Pick Orders for Production Runs

Material Handler, 10/06 – 10/07

- Use Material Drying and Conveyor System to Deliver Material to Molding Floor
- Inventory Control and Reconciliation of Raw Materials
- Maintenance on Material Conveyor System

Shipping & Receiving Expediter, 02/04 – 10/06

- Picking and Packing Orders
- Inventory Control
- Use IQMS to Print Packing Slips
- Schedule Pick-Ups
- Process Shipments
- Verify Material Certifications on Incoming Product

Education

Tartan High School, Oakdale, MN

1998

Professional Development

Jira Project tracking

Helpdesk ticketing systems

Microsoft Office

IQMS

5S Training & Certification

15+ Years Forklift Experience