

# RICHELLE BROKAW

## LOGISTICS & OPERATIONS SPECIALIST

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Fresno, CA 93720

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## CAREER OBJECTIVES

Efficient and dynamic Logistics and Operations Specialist with a proven track record in logistics management, inventory control, and administrative operations. Demonstrates exceptional organizational skills, adept at handling complex scheduling and coordinating across various levels. Committed to delivering excellence in customer service and operational management. A reliable team player with an eye for detail and a knack for anticipating and resolving issues proactively.

## SKILLS

- Exceptional organizational skills
- Proficient in administrative operations
- Compliance with HIPAA and OSHA standards
- Effective communication and interpersonal skills
- Expertise in logistics and inventory management
- Capable of hazardous material handling & documentation
- Strategic planning and problem-solving acumen
- Strong customer service orientation
- Proven leadership and team collaboration abilities
- Training and supervisory experience
- Ensuring team adherence to safety and service standards
- Proficiency in computer & office software
- Records management and data entry
- Handling complex scheduling and coordination tasks

## WORK EXPERIENCE

### Walgreens | Inventory Specialist SFL

Fresno, CA | March 2023 - October 2023

- Directed comprehensive inventory control operations, meticulously tracking stock to ensure precise inventory levels and optimizing stock replenishment procedures.
- Implemented and enforced strict compliance with health and safety standards, including handling of hazardous materials and adherence to company policies.
- Spearheaded vendor relationship management, coordinating efficient supply chain logistics, and negotiating to ensure on-time deliveries and supply continuity.
- Cultivated cross-departmental collaboration, effectively communicating with pharmacy and retail teams to align inventory management with business objectives.

### FedEx Ground | Operations Administrator

Fresno, CA | September 2021 - Present

- Orchestrated logistics and workflow optimization strategies, significantly enhancing operational throughput and efficiency.
- Pioneered customer service excellence, rapidly addressing inquiries and issues, ensuring high levels of customer satisfaction and loyalty.
- Championed team leadership, mentoring, and training initiatives, elevating staff performance and fostering a culture of continuous improvement and adherence to best practices.
- Oversaw critical administrative functions, from documentation management to process optimization, streamlining operations, and supporting strategic business decisions.

### Self-Employed | Photographer & Model

Fresno, CA | February 2017 - June 2019

- Entrepreneurially managed and grew a personal brand in the photography and modeling industry, networking to secure client engagements and expand market reach.
- Executed a wide array of creative projects from conception to delivery, demonstrating strong project management skills and creative direction.
- Leveraged marketing and social media platforms to amplify brand presence and attract a diverse client base, harnessing analytics to drive engagement strategies.
- Maintained high standards of client service, delivering personalized experiences and ensuring satisfaction through meticulous attention to client needs and feedback.

## EDUCATION

### Kaplan Institute

Associate of Arts  
in Medical Office Assistance

### High School Diploma

Clovis West High School  
2004-2008

## VOLUNTEER WORK

### Board Member

Woodward Bluffs Activities Committee  
January 2023-Present

## REFERENCES

### Austin Spraggins

Professional Web Developer | Marketing Specialist  
(559) 818-0467  
[spragginsdesigns@gmail.com](mailto:spragginsdesigns@gmail.com)

