

## **Michael Mikolajczak**

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### **Qualifications**

- Thorough knowledge of distribution and warehouse procedures and concepts (25+yrs).
- Strong customer service orientation, including sales and delivery (20+yrs).
- Competent administrative and managerial abilities (10yrs).
- Bring a solid sense of stability and reliability to a position
- High degree of diligence, honesty, hard work, and sensitivity.
- Very familiar with multi-task type environments.

### **Interpersonal Skills**

- Comfortable at interacting with all types of personalities from upper level managers to skilled trades, sales, delivery, warehouse, housekeeping personnel.

### **Warehouse/Distribution Skills**

- Strong knowledge of small warehouse operations, from shipping/receiving, to pick-pak, to inventory control (25+yr).
- Familiar and comfortable with forklift, pallet jack and similar equipment.

### **Administration/Office Skills**

- Assistant manger for small distribution office (4yr). Sales dept manager for small publishing company (5yr).
- Strong familiarity with billing, payment application, paperwork coordination, job costing, print purchasing, inventory control, convention preparation and coordination (10yr).

### **Customer Service and Sales Skills**

- Thorough handling of customer orders from phone and data entry to warehouse picking to face to face delivery (20+yrs).
- Over the counter sales and service familiarity.
- Excellent memory for product codes/numbers to customer account numbers.
- Superior map reading and navigational abilities.
- Good at listening to customer desires and seeking out resources to supply their needs.

### **Computer Skills**

- MS Windows, Nextrend, Ascent (Pitney-Bowes), Peachtree basic accounting, UPS Worldship.

### **Employment History**

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|--|----------------------------|
| - <i>Receiver</i><br>Chestnut Hill Hospital, Chestnut Hill, PA                   | 08/08-present              |
| - <i>Whse/ Whsle. Mgr</i><br>CLC Ministries, Ft Washington, PA                   | 03/05-08/08<br>09/95-07/00 |
| - <i>Rte Sales/Billing/Asst mgr</i><br>N Glantz & Son Buffalo, NY/ Cleveland, OH | 11/00-03/05<br>02/85-08/95 |
| - <i>Ship/Rec/Whse</i><br>Buffalo General Hosp. Buffalo NY                       | 07/78-02/85                |