

Veronica Black

Chattanooga, TN

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WORK EXPERIENCE

Delivery Driver

Fedex Ground - Chattanooga, TN - February 2014 to June 2014

Responsibilities

Route manager, responsible for creating an efficient itinerary, daily, to facilitate the pick up and delivery of customer parcels. Resolving issues customers may have while enroute.

Accomplishments

Built a solid, relationship with customers, proving a dedication to satisfying the consumers expectations of the company.

Skills Used

Having an F endorsed driver's license, drove a 24 foot diesel delivery van. Operated handheld Windows computer to facilitate tracking of parcels. Made calls to customers and answered calls to learn of customers' issues and requests.

Delivery Driver/Customer Service

Carquest Auto Parts - Chattanooga, TN - January 2012 to March 2014

Responsibilities

Primarily, a delivery driver, delivering auto parts to commercial accounts. When not engaged in deliveries, answered phones, looked up parts by computer for customers and took orders, received new stock and shelved it, aided in yearly inventories, helped in maintaining warehouse cleanliness.

Accomplishments

As an associate present for the set up and opening of the company's first location in Chattanooga, I facilitated the introduction of the company to local commercial customers by building customer appreciation for the swift, friendly, and accurate service they received.

Skills Used

Demonstrated excellent customer service skills as are needed to keep the customer satisfied with the company's service and products. Operated multiple line phone, used computers to find parts for customers, fax machine, printers, credit card machines, and hand held scanners for inventory control. Operated company vehicle in delivery of product to customer. Maintained logs on company vehicles to report their condition to home office.

Structure Remodeling

BW Pallets - Ringgold, GA - September 2011 to December 2011

Responsibilities

On temporary assignment, performed various aspects of construction to remodel interior and exterior of a residential domain to operate as a business. Duties included applying vinyl siding, carpentry repairs including repair of rotted wall lumber, minor electrical rewiring to outlets and light fixtures, and installation of plumbing fixtures.

Accomplishments

Successfully applied skills to improve appearance and structural safety to very old and dilapidated domicile.

Skills Used

Skilled use of construction related tools to include various saws, air hammer, use of squares and measuring equipment.

Automotive Mechanic

Apison Auto Repair - Apison, TN - July 2010 to April 2011

Responsibilities

Performed major and minor repair to passenger vehicles. Towed vehicles to shop to be repaired. Ferried customers to and from their vehicle as necessary.

Accomplishments

Successfully applied skills developed over many years to perform commercial applications.

Skills Used

Used computer diagnostic tools and programs to aid in accurate diagnosis of engine malfunction. Personally rebuilt shop compressed air lines. Utilized knowledge of mechanic's tools to complete vehicle repair services.

Lead Lane Inspector

Envirotest Systems - Chattanooga, TN - September 2008 to April 2010

Responsibilities

In charge of providing assistance and computer overrides for emissions inspectors. Ensuring customer compliance with testing procedures and safety regulations. Rotated responsibilities with manager of both start of the day inspection machinery calibration and opening to employee and station drawer counts and reconciliations for end of day. Prepared deposits to be received by armored courier. Checked daily inspection logs for testing inaccuracies. Was responsible for publishing a weekly safety bulletin distributed to all station branches. Performed light maintenance for compliance with station safety.

Accomplishments

Provided superior customer service thereby creating a better customer experience.

Skills Used

Demonstrated proficiency in creating spreadsheets to complete details of station input using Excel. Showed accuracy handling station deposits. Employed the use of printers, copiers, fax machines, video monitoring system, and computers.

Swing Driver/Trainer

DHL Express Worldwide - Chattanooga, TN - November 2004 to June 2008

Responsibilities

After having been hired to delivery, was promoted to supervisory status as a driver trainer and fill in driver. Charged with the duty of preparing new delivery drivers to assume their routes by instructing in the use of hand held RF scanners implemented in the tracking and point of delivery verification and instruction of the rules and regulations of the industry. When not in a training capacity, became a replacement driver for absent employees. Served as dispatcher as well, on occasion. Handled any complaints about drivers performance.

Accomplishments

Customers became familiar with the superior and friendly service our company provided.

Skills Used

Used the AS400 operating system in dispatch. Used multi-functional RF scanners, copiers, and fax machines. Operated delivery vehicles from cargo vans to 24 foot trucks.

Semi Tractor Detailer-Lead

Clearshine Systems International - Cleveland, TN - July 2000 to November 2004

Responsibilities

Supervised crew on the detail and restoration of semi-tractors for resale at dealerships. Ensured that crew completed tasks to standard of the company. Kept inventory of supplies necessary for production and reordered as necessary.

Accomplishments

Reached a level of quality unmatched in the area and produced a very fine product.

Skills Used

An eye for detail and artist flair were key for this business.

EDUCATION

certificate in Cosmetology

Volunteer Beauty Academy - Chattanooga, TN
1988 to 1989