

Joey Morales Jr.

1095 S. Garrison St. #203 • Lakewood, CO 80226 • 720-878-2480 • jklmorales@hotmail.com

Objective

Reliable self-starter with excellent customer service skills. Looking to secure a position that utilizes my 10+ years warehouse experience as well as my 6+ years experience working in customer service. I am professional, adaptable, and effective on my own or in a support position.

Qualifications

- 6+ years experience in the ice machine, commercial ice, refrigeration field.
- Proven customer service skills and problem solving with positive results
- 1+ year reception, front desk, experience.
- 10+ years warehouse experience
- Typing 45 wpm
- Computer literate - Microsoft Office, MAS90, Net term QAD, LINUX, internet, e-mail, networking, Starship
- Route sales
- Distribution, Parts orders, shipping, receiving, order pulling, loading/unloading

Experience

Mile High Equipment

Commerce City, CO

1/2014-2014

Domestic Customer Service Rep

Duties: Account management for domestic clients in need of commercial ice machines. Data entry of new orders, dispatching, service coordinator and customer relations. Also assisted with answering main phone lines, mail distribution, general office responsibilities.

Hawkins Commercial Appliance

Englewood, CO

2012 – 12/2013

Technician Liason

Duties: Provide quick and efficient assistance to field technicians in the refrigeration department. Including writing requisitions, pulling parts, keeping detailed records of inventory, placing orders for commercial refrigeration products including Scotsman, Ice-O-Matic, Delfield, etc. Assisting with any warehouse and office duties as needed, including inventory.

Mountain Sales & Service

Commerce City, CO

2006 - 2012

Customer Service Rep

Duties: Responsible for taking customer phone orders for refrigeration parts. Using MAS90, input sales orders, print picking sheets, packing, shipping, receiving, invoicing, creating purchase orders and inventory control.

Macsteel

Fontana, CA

2005 - 2006

Forklift Operator

Duties: Responsible for preparing orders for either same day or next day pick up. Operated a 25000 lbs. Hyster forklift moving steel beams and plates from stock locations to designated areas for order preparation.

Education

Red Rocks Community College

Aug 2011 to Nov 2011

Computer Technician 1A+

Chaffey College

2004 to 2005

General Education

Chaffey High School

1989 to 1993

Diploma