

# Eric Thomas-Ferrell

Byron Center, MI

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## Professional Summary

Highly experienced Customer Service Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with customers and peers. Excellent problem solving and negotiating skills. Able to make decisions independently and quickly with minimal escalations. Able to lift heavy objects, capable of organizing data, maintain inventory. Able to step into leadership roles when the time needed.

## WORK EXPERIENCE

Gordon Foods - June 2014 to Present

Selector picking orders maintain the quality of product. Packing the orders making sure they get delivered to the right people. While maintain safety protocol.

### **Inventory manager**

Etna Plumbing Supply - July 2013 to May 2015

counting and refilling merchandise from the main store house to the upstairs store warehouse. Driving hilos, operating power machinery. Helping customers with orders

### **3rd shift stocker**

Walmart - September 2010 to September 2012

Unload the trucks and stock the merchandise

Worked in frozen and dairy lifting up to 50lb boxes

### **Team Leader**

Checkers - February 2006 to November 2010

Maintain control over the shift while the manger complete paper work

2nd in command when manger leaves give grill calls, taking care of customers, transactions, drawer pulls

## EDUCATION

### **Bachelors in Psychology and Science**

Ferris State University

2014

### **Associates in Arts**

Grand Rapids Community college

April 2011 to December 2013

### **High School Diploma**

Creston High School

August 2003 to May 2007