

Angela Berry

Warehouse/Customer service

Fresno, TX

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In search of providing excellent service, as well as advancing in the field. I have extensive knowledge in handling customers and merchandise, and solving relations with customers/clients and company personnel.

WORK EXPERIENCE

Inventory Coordinator

The Houstonian - Houston, TX - November 2013 to Present

Responsibilities

- *Handle incoming/outgoing mail & packages
- *Daily stock all labs, front desk & retail area
- *Inventory on all Professional products bi-weekly and retail end of each month.
- *handle pricing of retail products
- *distribute products in controlled manner

Accomplishments

I have contributed hard work & dedication to getting products to co-workers to assist guest in a timely manner. Our expansion room is now organized where products can be found more easily for myself, management & vendors

Skills Used

- *hard work
- *dedication
- *commitment
- *organization
- *dependability

Logistics Flow Team Member and Backroom team member

Target - Pearland, TX - October 2012 to Present

- unloading merchandise from truck
- stocking merchandise on the shelves
- stocking back stock in backroom
- unloading frozen and dairy truck
- prefacing/setting shelves and end-caps
- back-up cashier

Host/Customer Service

GTS/Sprint - Houston, TX - October 2008 to January 2009

- Greet customers and coordinate work flow for service representatives/technicians
- Provided expert services with customers by phone

Team Lead

GSI Commerce - Granite City, IL - October 2007 to July 2008

Granite City, IL 10/07 - 7/08 Problem Solving Team/Warehouse

- Troubleshoot system orders
- Assisted supervisors and team members with production
- Managed and supervised up to 50 personnel as a Team Lead

Sr. Technical Support Representative

GTE/Verizon Wireless - Houston, TX - November 1998 to May 2002

Provided prompt customer service for billing, pre-paid, financial service and technical support

- Troubleshoot equipment failure
- Initiated problem-solving solutions for administrative questions via customer service information line

Awards

- Outstanding Customer Service Award for Verizon Wireless and GSI Commerce
- Quality Assurance Award for Verizon Wireless and GSI Commerce

- Perfect Attendance Award for Verizon Wireless and GSI Commerce
- Multiple letters of recommendation available upon request

EDUCATION

BS culinary arts & mgmt

Art Institute of Houston

2010 to 2011

ADDITIONAL INFORMATION

- Four years of customer service experience
- Two years as a Team Lead
- Excellent communication skills with team members and supervisors
- Extensive experience in providing support through telecommunications
- Versatile and able to adapt to fast changing policies and procedures
- Able to identify problems and provide solutions
- Administered customer Help Desk solutions either service or technical