

Karl Wiedemann

Warehouse Manager - Minnesota Tile and Stone

Prior Lake, MN

wiedemann_karl@yahoo.com - 612-385-7797

Seeking a warehouse position within an innovative company focused on providing quality products and superior customer service.

WORK EXPERIENCE

Warehouse Manager

Minnesota Tile and Stone - Lakeville, MN - February 2014 to Present

Responsible for the daily management of warehouse customer service and order fulfillment operations including inventory, shipping, receiving, and order fulfillment for customers and contractors in an efficient and safe manner.

- Safely operates manual and power equipment daily to load and unload product.
- Ensure quality standards are met on all product orders prior to packing, shipment and delivery to customers.
- Maintain clean, organized, safe and secure warehouse environment.
- Ensure accurate inventory, distribution, stocking and retail transfers of product.
- Efficiently coordinate the most cost effective and efficient shipment methods utilizing UPS, FedEx and Linehaul.
- Demonstrated excellent communication and problem solving skills to effectively handle customers concerns and complaints face-to-face and over the phone to provide customer satisfaction.
- Accurately maintain records of all product receivables, shipments and inventory within computerized warehouse management systems.
- Utilize product knowledge and design styles on showroom floor to help customers purchase the best product for their needs.

Parts Delivery - Prior Lake, MN - August 2013 to May 2014

Responsible for most time efficient delivery of parts in a professional manner to guarantee customer satisfaction.

- Excellent communication skills utilized to ensure expert service is delivered to all customers.
- Assist customers face-to-face and over the phone concerning deliveries and all other Napa services.
- Perform inventory stocking and order fulfillment.
- Demonstrated consultative behaviors to ensure friendly, polite, and expert service is delivered to all customers

Delivery Route Manager

FedEx - Saint Paul, MN - June 2005 to February 2014

Responsible for the daily management and coordination of multiple drivers and delivery routes to ensure most time efficient and cost effective results.

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- Demonstrated excellent communication and problem solving skills to effectively handle customers concerns and complaints face-to-face and over the phone to provide customer satisfaction.
- Coordinated and performed office meetings, staff training, and continuing education events.
- Trained new staff on all company policy and procedures.

- Responsible for verifying all drivers and vehicles meet safety and maintenance standards in coordination with OSHA and DOT regulations.
- Accurately tracked and traced delivery status.

17446 Sunray Circle, Prior Lake, MN 55372

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Delivery Driver

FedEx - Saint Paul, MN - September 2001 to June 2005

Responsible for most time efficient delivery of packages in a professional manner to guarantee customer satisfaction.

- Excellent communication skills utilized to ensure expert service is delivered to all customers.
- Assisted customers face-to-face and over the phone concerning packages and all other FedEx services.
- Performed and awarded for 10 years excellent driving record while operating large vehicle for transporting, delivering, and picking up packages.
- Demonstrated consultative behaviors to ensure friendly, polite, and expert service is delivered to all customers
- Utilized knowledge of routes and shortcuts to assure timely deliveries to provide greatest customer satisfaction.

EDUCATION

High School Diploma

Watertown Senior High School - Watertown, SD

August 1992 to May 1996

ADDITIONAL INFORMATION

Skills:

- Certified Forklift Operator.
- Excellent attendance and punctuality history.
- Track record of exceeding expectations while working quickly and safely.
- Strong problem solving and organizational skills.
- Results driven and able to excel under pressure.
- Exceptional communication skills.
- Detail oriented with the ability to prioritize multiple tasks.