

# Adem Berisa

Denver, CO

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Parts Specialist**

Transwest Freightliner - Denver, CO

February 2022 to Present

- Look up parts for Freightliner, Western Star, Sterling via vin number.
- Specialize in Diesel Detroit, Cat, Cummins engines.
- Specialize in Holland, Jost fifth wheels and trailers.
- Specialize in after treatment devices.
- Create tickets for walk in customers, phone customers and internal customers.
- Create online orders from our PDC's and Engine based dealerships. ( Cat, Cummins, Automann, Weller)
- Submit, follow up on back order parts and report lost sales.
- Update customer on their orders and inform when orders are ready.
- Stage will-call orders and back-order files weekly and returns to vendors, or stock those items not picked up or required.
- Create quotes for customers based on their needs.
- Identify parts, troubleshoot issues and understand what the customer needs.
- Inter-branch parts from other Transwest dealers.
- Contact other local dealers for parts if customer doesn't not have Freightliner to not lose sales.
- Process core returns and credit cores.
- Stock showroom daily and organize store to my standards.
- Process and credit returns.
- Fill out proper forms for warranty items.
- Maintain my open tickets and follow up with customer about their orders. (Delete if not needed anymore)
- Participate in safety and sale target meetings.
- Maintain a professional and comfortable non-forgettable experience with customer.
- Meet my monthly goal of 200k in sales.

### **Parts Specialist**

McCandless Truck Center - Denver, CO

September 2021 to February 2022

- Sell Navistar and International Truck parts.
- Specialize in Cummins, Navistar, IC, Detroit, Kenworth, Freightliner, Peterbilt, CAT and Mac Diesel Engines.
- Specialize in aftertreatment devices. (DPF, DOC, SCR etc.)
- Notifies the service advisor and the customer when special ordered parts have been received.

- Follow up on back order parts.
- Verify will-call and back-order files weekly and returns to vendors, or stocks those items not picked up or required.
- Lookup parts on our parts catalog per customer needs.
- Create estimates for our service advisors.
- Create Estimates for walk in and over the phone customers.
- Create invoices through our Proceed system.
- Work over counter sales and phone sales.
- Work with our internal service department and Lease departments for customer/company trucks.
- Put away stock parts and stage parts belonging to work orders.
- Order parts from our national PDCs.
- Transfer parts from our other McCandless locations.
- Take cash, credit and charge account payments.
- Participate in monthly sales goals resulting in commission if target met.
- Create PO's for work orders.
- Create orders from our online ordering system.
- Answer troubleshoot and support calls.
- Maintain accurate records and tickets on Proceed.
- Process returns and exchange purchases.

### **Parts Specialist**

Iron Bear - Denver, CO

April 2020 to September 2021

- Sell Trailer or RV parts including Axles and Accessories.
- Specialize in Brake, Axles, Service and accessories for marine, land trailers and RV's.
- Drives sales by upselling and cross selling products.
- Create proper documentation and record of sales and services.
- Answer customer support calls and troubleshoot issues.
- Quote customers for service and parts.
- Maintain accurate records in ERP System.
- Take payments by business charge accounts, cash, credit/debit transactions and create invoices upon completion.
- Process returns or exchanges.
- Create customer accounts.
- Ship out of state small parcels and freight orders.
- Participate in monthly Sale competitions.
- Create and execute sale and customer service goals.

### **Warehouse Supervisor**

Wayfair - Portland, OR

July 2019 to April 2020

- Kept control of inventory.
- Established routes and stops.
- Held safety meetings daily before each shift.
- Held stretches for employees prior to shift.
- Contacted freight companies and dispatch.
- Scan inventory for inbound and outbound material.
- Repair and create boxes.

- Move inventory to designated areas.
- Maintain clean, safe and organized work areas.
- Contact area manager for damaged goods.
- Print tracking labels.

### **Rework Grinder Supervisor**

Precision Castparts Structural

April 2015 to June 2019

- Made sure target goals and efficiency was hit by employees.
- Worked with engineers regard damaged castings.
- Trained new hire employees
- Held safety meetings daily
- Organized production schedule for my department
- Blend welds/defects
- Grind out defects
- Follow tech cards
- Fill out part router
- Read part blueprints
- Test parts with defect penetrant
- Test parts with UV lighting
- Use various types of hand grinders such as Dyna-brads, Pencil grinders, Angle grinders, Bullnose and roll-locks

### **Material Handler Lead**

Protech Industries

January 2014 to April 2015

- Delivered Parts and Materials for entire shop
- Make sure production lines are stocked with parts
- Make sure the superstore is stocked up • Operated Cardboard and Vinyl press
- Familiarized in different type of metals
- Plasma cut Steel and Stainless steel boxes
- Operated band saw to cut Aluminum parts
- Logged in scrap weight in Weight Log every day
- Unloaded trucks and vendor trucks with forklift
- Moved boxes with lift trucks and stand up lift trucks
- Measured metals to identify pink-slips
- Attend Safety and Quality Control meetings every week
- Attend Scrap Rework meetings every day

### **Machine Operator**

General Glass Co

June 2014 to August 2014

- Assembled Windows with spacers in different sizes
- Seaming different type of glass
- Inspected material for scratches/ cracks
- Operated P.I.B machines using adhesive compounds
- Met production goals and more
- Window repairs

- Packaging Windows carefully avoiding damages
- Made secured boxes with correct measurements

## **Machine Operator**

Polyflow Inc

September 2013 to June 2014

- Operated/ maintained 40 OMA machines
- Set up industrial glue using machines
- Work with different types of tubing
- Work with different types of yarn
- Read work orders
- Did wire braiding
- Prepare bobbins for OMA machines
- Make and repair reels
- Used hand tools such as grinders, sanders, drills and paint guns
- Make plastic tubes on extruder

## **Shipping/Receiving, Production line**

Karcher North America

June 2013 to September 2013

- Completed production targets within deadlines
- Attended various quality control workshops and applied those principles for production
- Provided suggestions to the team supervisor to raise the output of the team as a whole
- Worked in a team
- Prepared frames such as putting in bushings, grommets, bolts and nuts
- Strapped gas tanks/motors onto frame
- Prepared mufflers/engines
- Packed kits for mother company in various box sizes
- Bubble wrapped parts to avoid damage
- Strapped boxes onto pallets for shipping
- Stacked boxes onto pallets safely
- Lifting over 50lbs on a daily basis
- Gathered parts for production lines
- Labeled boxes with part numbers for specific kits
- Used water based laminating adhesives

## Education

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### **B.B.A. in Business Management**

Washington State University - Vancouver, WA

March 2018 to April 2021

## Skills

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- Supervising experience (3 years)
- Blueprint reading (3 years)

- Grinding
- Direct sales (2 years)
- Customer service (2 years)
- Customer support (2 years)

## Languages

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- English - Expert
- Serbo-Croatian - Expert

## Certifications and Licenses

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### **Driver's License**

### **Forklift Certification**

### **CPR/AED**

February 2020 to February 2021

## Additional Information

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### Skills:

- Supervision experience.
- Direct sales and phone sales.
- Specialize in trailer and RV parts.
- Safety committee member
- Experience reading tech cards, blueprints, and diagrams. • Forklift certified.
- Great problem solving and time management skills.
- Work well in a team, as well with no supervision at all.
- Accounting and logging profits
- Bachelors in business management ( April 2021)