

Aja Hodges

Calumet City, IL

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Authorized to work in the US for any employer

Work Experience

Customer Service Representative

PRO TRANS-Northlake, IL

October 2023 to Present

- Assisting with various elements of logistics and transportation.
- Taking calls from various customers and assist those customers with tracking and tracing and expedite requests
- Escalating calls to proper managers and notify pertinent Supply Chain Managers
- Coordinates, schedules, and dispatch all service requirements of local pickups through local deliveries
- Takes calls and assist internal and external customer requests, including tracing and follow up expedite requests
- Responsible for the process of collections by submitting the following reports on a daily basis: inbound, percentage, outbound, transfer-freight, dispatch end of day reports
- Coordinate, evaluate, and plan outbound loads for different centers
- Perform dock checks as assigned

Customer Service Representative/Call Center

HDSupply Facilities Maintenance-Northlake, IL

September 2019 to May 2023

- Provide customer service by responding to inquiries regarding product selection, services and issues.
- Responds to customer order and quotation requests received via the telephone, e-mail, written, and faxed correspondence within the department service goals.
- Performs necessary follow-ups to ensure customer service expectations are met.
- Researches and suggests alternative products to customers. Provides representation of products, increasing sales wherever appropriate or as requested.
- Uses computerized system SAP for tracking, information gathering, and/or troubleshooting.
- Resolves customer issues including issuance of credit concessions.

Inventory Associate

HD Supply-Northlake, IL

September 2018 to September 2019

- Serves as a point-of-contact for inventory-tasks. Operates material handling equipment to move inventory within the facility.
- Monitors and maintains inventory via SAP within the distribution center by recording all received and stocked merchandise.
- Completes and reviews cycle counts and maintains inventory adjustments via SAP.
- Audits inventory to ensure systems align with daily order processing.
- Researches and resolves inventory issues, adjustments, and discrepancies in accordance with established internal control procedures.

- Assists with loading damaged merchandise into delivery vehicles using powered and non-powered material handling equipment.
- Maintains quality and inventory control manuals.

Production Associate

Koch Foods-Chicago, IL

2016 to 2018

- Performed packing duties on a fast-paced assembly line
- Collaborated with team members to meet/exceed production deadlines
- Ensured product met quality standards prior to packaging

Warehouse and Parts Coordinator

Robert Bosch-Broadview, IL

2014 to 2015

- Worked with floor managers in handling customer orders and shipping/receiving documents
- Entered large amounts of data into SAP parts program
- Managed day to day operations of parts distribution as well as special projects for different line managers when necessary
- Received and responded to calls from vendors and customer service associates

Shipping and Receiving /Inventory Coordinator

Bosch Automotive Service Solutions-Romeoville, IL

2013 to 2014

- Picked and packed orders for all over 25 product lines
- Managed client order processing as well as disputes and shipping/pricing discrepancies
- Handled special projects and assisted Logistics team as needed
- Communicated with multiple departments regarding adjustments and vendor information corrections

Education

High school or equivalent in General Studies

Manley Career Academy High School - Chicago, IL

1993 to 1997

Skills

- Solid inventory cycle counting experience (10+ years)
- Good computer and keyboarding skills (10+ years)
- Pallet jack (10+ years)
- Microsoft Office (10+ years)
- Warehouse distribution (10+ years)
- Communication skills (10+ years)
- Customer service (5 years)
- Microsoft Excel (5 years)

- Freight (2 years)
- SAP (7 years)
- Inventory control (10+ years)
- ERP systems (7 years)
- Data entry (7 years)
- Materials handling (10+ years)
- Sales
- Route driving
- Organizational skills
- Computer skills
- Microsoft Outlook
- Microsoft Word

Certifications and Licenses

Driver's License

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