

Alahna Richardson

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Seeking a position that will utilize my skills and experience.

Work Experience

Forklift Operator

DHL - McDonough, GA

January 2022 to Present

- Unloading materials and merchandise from incoming vehicles and stacking them to assigned places.
- Locating and moving stock of products to pallets or crates for storage or shipment.
- Identifying damages and report shortages or quality deficiencies.

Shipping and Receiving Clerk

GEODIS - McDonough, GA

July 2021 to January 2022

- Received and processed incoming shipments, ensuring that all products were accurately recorded and promptly stocked
- Coordinated with team members to prepare outgoing shipments, verifying inventory accuracy and ensuring that all products were properly packaged and labeled
- Utilized warehouse management software to track and monitor shipment status, allowing for real-time updates to customers and internal stakeholders
- Demonstrated strong attention to detail, with a talent for identifying discrepancies and implementing corrective action
- Assisted team members with additional warehouse tasks as needed, including inventory management and forklift operation

CSR - Customer Service Representative

Carters, Inc - Stockbridge, GA

April 2018 to July 2021

- Fielded phone calls and responded to customer inquiries through email in a timely and courteous manner, ensuring that all customers received prompt and effective service
- Demonstrated excellent communication skills, with a talent for explaining complex information in clear and concise language
- Resolved customer issues quickly and efficiently, resulting in a high rate of customer satisfaction
- Maintained up-to-date knowledge of company products and services, and used this knowledge to provide customers with accurate and helpful information
- Achieved and consistently exceeded call volume targets, ensuring that all customers were assisted efficiently

Education

Saint Mary's College of California - Moraga, CA, US
May 2021 to Present

Skills

- Good Communication
- Interpersonal skills
- Prioritizing.
- Packaging
- Materials Handling
- Shipping & Receiving
- Pallet Jack
- Warehouse Experience
- Load & Unload
- RF Scanner
- Auditing
- Order Picker
- Order Picking
- Forklift
- Logistics
- Reach Truck
- Microsoft Word
- SAP
- Supply Chain
- Oracle
- Pricing