

# Andrea Lira

Phoenix, AZ 85035

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Authorized to work in the US for any employer

## Work Experience

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### **Call Center Agent**

Epic - Tempe, AZ

April 2021 to January 2023

Inbound calls

Read script

Customer support

Banking related

### **Inventory Clerk**

FedEx - Phoenix, AZ

October 2019 to December 2020

Inventory control

Damage control

SAP / WMS / Citrix - systems I use

Cycle counts

Inventory Discrepancies

### **Amazon Warehouse Associate**

Amazonfullfilment Center - Phoenix, AZ

February 2017 to July 2018

Picking order

## Education

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### **Associate in Languages**

Phoenix College - Phoenix, AZ

August 2017 to May 2019

### **High school or equivalent**

Carl Hayden High School

### **Interpreter certificate**

Arizona language center

## Skills

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- Bilingual
- Inventory (2 years)
- Interpretation
- Spanish
- Warehouse Experience
- Microsoft Word
- Communication skills (2 years)
- Quality assurance
- Quality control
- Microsoft Windows
- Citrix
- Microsoft SharePoint
- SAP
- Microsoft SQL Server
- Help desk
- Operating systems

## Awards

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### **Student of the month**

September 2015

Was student of the month at my high school

## Assessments

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### **Work style: Reliability — Highly Proficient**

February 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.