

# Anita Moreno

## **Specialist in Customer Care**

Kyle, TX 78640

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An experienced individual with 14 plus years of leadership in a manufacturing environment. A proven sense in leadership in approaching the need and for drive in the results demanded by business needs. Customer Care specialist, putting the customers needs as a top priority.

Willing to relocate to: Surrounding Texas area's

Authorized to work in the US for any employer

## Work Experience

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### **Materials Management Inventory Technician**

St. David's Medical Center - Austin, TX

December 2021 to Present

Process all returns to vendor or returns to back up stock and deliver supplies in an accurate and timely manner.

Receive expedited deliveries, accurately key receiving into Smart systems. And deliver to appropriate departments.

Receive all cross- docked items into the Smart system.

Review and maintain Min/Max for storeroom safety, stock daily and place orders appropriately.

Count Par level areas (POU areas) weekly according to schedule.

Ensure POU items have the appropriate barcodes. Perform QA random checks on totes and rotate in POU areas and back up stockroom areas to ensure no items are out of date and provide assistance to personnel.

### **Security Officer 111**

Austin State Support Living Center - Austin, TX

April 2020 to November 2021

Security at the Austin State Support Living Center in continue coverage of Covid 19 at the front gate and Nurse station. As well as surveillance camera coverage for safety of the residence whom reside there. Perform fire drills, fire extinguisher checks as well as building checks on the two acre land it sits on. Work at switchboard answering phone calls, transferring calls. greeting guest, employees and everyone at time of entry. Escort visitors, vendors and guest. Enter data onto the spreadsheets daily. Great customer service is a huge plus. Making someone's day, by just giving them a huge smile.

### **Sales Associate**

Lowe's - Kyle, TX

September 2019 to March 2020

Work in Home Decor.. windows and walls. As well as helping out in the paint area when needed. I give the customer's my full undivided attention and detail to every request. Currently working p/t.

## **Fab Operator**

NXP Semiconductor - Austin, TX

November 2011 to November 2017

- Work in a clean-room environment, with the ability to monitor, control & operate computerized wafer.
- Test, probe and/or assembly equipment for the inspection, test probe, assembly or alignment of integrated circuits.
- Ability to read and understand job specifications, schematics, shop orders and operating instructions.

## **Project Coordinator**

AT&T Wi-Fi Services - Austin, TX

October 2010 to December 2010

Contractor: Schedule site surveys and installations for the DMB project, making phone calls to the end users and send follow up emails support on failed installations. In addition to be responsible for maintaining individuals and departmental goal set by professional services mgmt. As well as analyze pre install and post install and determine next steps for installation.

## **Material Requisition Coordinator**

Dell Inc - Austin, TX

March 2004 to February 2008

Managing and closing working with Dell Internal & External customers, as well as Engineers, Project managers, CFI and EMR. In support of their pilot runs, testing and system developments

- Personal contact with Production control if the need ever arose for an authorization needed by them, to remove material from the manufacturing floor
- Communicated to our customers as quickly as possible if a part would not become available within their window time frame, and would transfer the MR to another line of business or have PC order it as a hot shot
- Business controls and Finance are involved if parts requested are royalties, such as Software for approval
- Assisted Excess and Obsolete teams with executing the removal of over \$253k alone from our end of life & obsolete report in July 2004

## **Data Specialist**

Dell Inc - Austin, TX

March 2003 to February 2004

Reporting daily metrics into spreadsheets which were then sent out daily to senior material managers, and other level managers, as well as associates

- Researching aged old Transferred orders received (TOR) from various lines of business which included using certain data bases to have them removed from within our stock room status. For inventory accuracy
- Reviewing our proof of deliveries and researching present and aged old orders, in order to accomplish this I worked closely with supplier logistics. In regards to faxing, e-mails, and phone calls to provide immediate resolution

## **Procurement Planner Specialist**

Dell Inc - Austin, TX

October 2001 to February 2003

Responsible for planning, scheduling and monitoring the movement of material through the production cycle.

- Duties also included obtaining transfer orders from other lines of business

- Coordinated with management, vendors, suppliers as well as buyers to ensure the materials would become available for business needs prior to the daily schedule coming out
- Working closely with Engineers to ensure any part changes are made ahead of schedule demand
- Calculating material ordering and movement during FY02 which allowed enterprise to meet and exceed planned goals. Several applications were used to accomplish this

### **Material Planner**

Dell Inc - Austin, TX

January 1999 to October 2000

Managed and controlled the consistent flow of materials on the production pick the lights in the boxing lines, this included. Working closely with Production leads, Supervisors, Vendors, Suppliers and Engineers to ensure all parts were available for production

- Following up on transfer orders from other lines of business
- Monitoring deviations and substitution cut in dates to prevent excess of old revenue materials, as well as for pilots
- Various applications used to perform these daily tasks

### **Production Sr Technician Specialist**

Boxing Line, Dell Inc - Austin, TX

September 1997 to January 1999

Supervising people in a boxing line, which consisted of over 30 associates. As well as having the responsibility for keeping a constant flow of material coming down a production line. To make this happen, worked closely with production control

- A liaison between Operators, Trainers, and Engineers which allowed good communication and understanding to make us a good and effective team
- Recognition from managers, supervisors and co-workers on several occasions for initiative and leadership abilities

### **Production SR Technician Specialist**

Build Cell, Dell Inc - Austin, TX

January 1995 to September 1997

Leading a team to work individually in a build cell for training purposes, of Dell Servers. We were the first to ever start building personal computers per customer request. Implementing procedures of the systems functions and electronics skills

- Also attended production meetings, reviewing daily schedules, and setting up goals for that particular production day

## Education

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### **General Studies**

Austin Community College

June 1994

### **GED**

Austin Community College

July 1993

## Skills

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- Microsoft Excel
- Inventory
- Customer Service (10+ years)
- Surveillance
- Security
- PowerPoint
- Microsoft Vista
- Service Orientation
- Microsoft Word
- Intermediate Outlook
- Customer and Personal Service
- Data Entry

## Certifications and Licenses

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### **First Aid Certification**

## Assessments

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### **Customer Focus & Orientation — Proficient**

June 2019

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

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

## Additional Information

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- Proven customer skills to focus on internal and external customers
- History of strong ethics, couple with dependability and reliability
- Excellent interpersonal skills
  - Strong communications to include both verbal and written
  - Handles responsibilities, beat deadlines, and make quick business decisions in a highly stress environment
  - Team building as well as team player