

Apollonia Jones

Fort Collins, CO
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#readytowork

Work Experience

Technical Customer Service Representative

MM Solutions - Loveland, CO
January 2020 to April 2020

1. Answer phones
2. Create Purchase Orders for company purchases
3. Create Sales Orders using sales force
4. Create work orders for the manufacturing team
5. Small project management oversee
6. Control inventory

Logistics Coordinator

ORGANICS - Fort Collins, CO
October 2019 to January 2020

- Managing multi- line phone to direct callers to the correct person
- Create sales order for customers with accounts, and cash sales
- Communicate with haulers to create quotes for deliveries
- Negotiate freight cost with haulers.
- Coding
- Approve all hauler invoices, and make sure they billed us correctly
- Create process between sites to assure we are operating efficiently
- Purchase materials for all sites
- Dispatch internal hauls, and customer orders
- Maintain accurate hauler records in CRM database I created
- Consulting with customers after the quotes to explain product, and resolve any problems
- Assisting with administrative duties including filing, scheduling, etc.

Lead Administrator/Compliance manager

ROBERT HALF - Fort Collins, CO
August 2018 to October 2019

Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies. Providing real-time scheduling support by booking appointments and preventing conflicts.

- Support the staffing managers with day to day support for interviews with candidates, and clients.
- Conduct background checks for admitted convictions, strategic accounts, and conversions for permanent hire.

- Greet candidates/visitors and manage waiting area
- Resolve payroll issues
- Answer phones/transfer calls using a multi-line phone system
- Complete employment verification, direct deposit, I-9 form request
- Ensure branch functions in a legal and ethical manner while meeting company goals.
- Branch level reporting
- Internal audits

Dispatcher/Operational Manager

HAGAN KENNINGTON OIL COMPANY - Gastonia, NC

August 2012 to June 2018

Planned routes/daily task for eighteen drivers, and six warehouse employees. Routed bulk oil, and package products for North Carolina, South Carolina, parts of Virginia, parts of Tennessee, and parts of Georgia. Managed a team of drivers at the location I worked at and other locations sending their routes via email.

- Used road net, and Mas 300 to enter orders, and dispatch orders
- Kept records of accidents involving incorrect oil pumped in customer tanks, car wrecks, warehouse injuries, and chemical exposure.
- Held weekly meetings with drivers updating information passed from sales team, and customers.
- Kept up with DOT physicals
- Ordered uniforms and handled uniform ordering/cleaning/issues.
- Reported daily bulk gallons delivered, keeping record reaching yearly goal of 4.5 million gallons delivered from one location.
- Scheduled routes for the next day
- Updated customer issues, concerns using CRM
- Managed Fleet maintenance, including mileage, approving gas card purchases.
- Worked with safety manager arranging servicing the trucks and arranging inspections.
- Managed team of 25-30 employees.
- Scheduled 5 billion gallons of oil every year for six years.
- Monitor employee productivity and optimize procedures to reduce cost.

Packer/Forklift Driver

BIC - Charlotte, NC

April 2011 to August 2011

- Pulled orders from warehouse floor for stacking.
- Palletize the selected products onto warehouse shelves.
- Unload freight trucks containing warehouse goods and materials.
- Picked products receiving orders through scanner.
- Drove power equipment moving freight from the receiving department to the shipping department.
- Shipped orders UPS, UPS AIR, FedEx

Packer/Inspector

PUROLATOR EFP - Shelby, NC

2006 to 2009

- Inspected filters to ensure no metal pieces in parts.
- Received daily goals regarding planned orders.
 - Inspected filters, using brushes to clean and inspect.

- Wrapped parts and counted parts to assure order was shipping complete.
- Create shipping labels, and boxed order.
- Send order to the shipping department to be shipped out same day.

Winder Operator/Inspector

ARTEES - Shelby, NC

2004 to 2006

- Wind yarn onto bobbins, six machines winding simultaneously.
- Inspected yarn to assure quality.

Education

High School Diploma

Crest High School - Shelby, NC

Associates of Business Logistics in Business & Logistics

University of Phoenix

Skills

- Strong Communication Skills
- High Moral Character and Integrity
- Staff Management/Training
- Record Keeping
- Strategic Planning/scheduling
- Strong Interaction Skills
- Good Judgment
- Production Planning
- Effective working alone, or within a team environment
- Effective at Multi-Tasking
- Exceptional Organizational Skills
- Flexibility and Adaptability
- Logistics
- Shipping
- Dispatch
- Trucking
- Shipping Receiving
- Supply Chain
- Customer Service
- Freight Experience
- Internal Audits
- Order Entry
- Procurement
- Production Management
- Negotiation