

## **Ashley Demling**

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### PROFESSIONAL SUMMARY:

To expand my knowledge and skills.. Highly driven worker with more than 7 years of experience in fast-paced employment and customer service. Excellent learning and comprehensive skills. Track record of achieving exceptional results at The UPS Store and Amazon Fulfillment Center. Motivated to learn and accomplish new skills.

### SKILLS:

- Customer and Personal Service
- Active Learning
- Public Safety and Security
- Computer Skills
- Complex Problem Solving
- Customer Service Skills

### PROFESSIONAL EXPERIENCE:

Head Clerk: Aug. 2013- Aug. 2018

The UPS Store: Wheat Ridge, CO; Littleton, CO

- Use computers for various applications as well as cash registers.
- Pack, seal, label, or affix postage to prepare materials for shipping.
- Receive and count stock items, and record data manually or using a computer.
- Examine shipment contents and compare with records such as manifests, invoices, or orders to verify accuracy.
- Determine shipping methods, routes, or rates for materials to be shipped.

- Clean containers, materials, supplies, or work areas, using cleaning solutions and hand tools.

Amazon Fulfillment Associate: March 2018- Oct. 2019

Amazon Fulfillment Center: Denver, CO

- Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors.
- Examine and inspect stock items for wear or defects, reporting any damage to supervisors.
- Provide assistance or direction to other stockroom, warehouse, or storage yard workers.
- Dispose of damaged or defective items, or return them to vendors.
- Obtain, move, and sort products, materials, containers, and orders, using hand tools.
- Clean containers, materials, supplies, or work areas, using cleaning solutions and hand tools.

Front End Associate/ Member Service: March 2019- Oct. 2019; May 2020- Current

Costco Warehouse: Thornton, CO; Superior, CO

- Provide superior customer service and care. Recognized for consistently exceeding expectations.
- Ensure that shelves and displays are fully stocked with product and properly labeled.
- Assists with supervisor verification for high ticket, BOB, or non-transfer items.
- Packs members orders into boxes and loads them back into cart or flatbed.
- Performs opening and closing tasks from time to time. (Cleaning, sweeping, moping, getting boxes, cleaning and pushing carts, etc.)
- Providing security and comfort to employees after hours. (Lot Security)

Environmental Service Tech: November 2020-Current

Good Samaritan Medical Hospital: Lafayette, CO

- Hospital customer service and care.
- Ensure and provide clean and sanitized rooms and supplies for nurses and patients.
- Transporting patients safely and securely.
- Maintaining stocked shelves for housekeeping and nurses.

- Certified in COVID-19 PPE safety procedures.
- Certified in hazardous waste clean up as well as standard cleaning health and safety procedures.

Customer Service: Businessolver: Remote August 2021- October 2021

- Benefits customer service
- Ensure and provide exceptional telephone customer service within the benefitsolver website and phone.
- Computer service skills

Payroll Administration: Aston Carter: Remote October 2021- Current

- Input customer information
- Ensure and provide paycheck and tax service
- Computer service skills

EDUCATION:

High School Diploma: General Education, May 2014

Arvada West High School

General Education/ Nursing: Current

Red Rocks Community College