

# Benjamin Small

Natick, MA 01760

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To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Authorized to work in the US for any employer

## Work Experience

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### **Office Supervisor**

PRN, INC. - Dover, MA

May 2013 to Present

I worked/work for this company on and off for the last 8 years. Even when working another job, I would work at this company too. I was the office supervisor. My job includes overseeing 4 other employees in the office and I did everything and anything that needed to be done. Clerical duties including answering telephone calls from clients or clients family members, filing, inputting data into our computer system and meeting with clients face to face. If there was/is ever a problem when another employee answered a phone call, I would step in and fix the problem( most of the time). If I could not fix the problem, I would call or meet with the owner of the company. This is a home healthcare company and I have a substantial amount of experience answering telephone calls, etc.

### **UPS Driver Helper**

UPS - Norwood, MA

May 2021 to November 2021

I helped deliver packages

I organized the truck

I interacted with customers

Delivered packages over 50 lbs

### **Shipping/Receiving**

W.B. Mason - Framingham, MA

June 2017 to May 2020

- conveys materials and items from receiving or production areas to storage or to other designated areas.
- Load trucks with products
- Use a PC to enter product information into the database..
- Interacted with customers/ different companies if an order was wrong.
- Inventory Control twice a month
- 6 people under me for shipping//Receiving
- I was in charge of 6 people who reported to me directly.
- Picked certain pieces to get shipped out.
- Meticulously had to make sure everything that came in or went out was 100 percent correct.
- I had to assemble some furniture and made sure it was exactly how it was suppose to be. I had to be very meticulous when assembling whatever I was doing because these pieces were being shipped out.

## **Carpet, Upholstery Cleaner**

Timmins Enterprises - Natick, MA

October 2014 to March 2017

- Assist with upholstery repair and cleaning
- Interacted with different customers at there houses every single day
- Lots of customer service involved
- Provide deep cleaning services for rugs, couches, etc
- Move or cover furniture as needed

## **Landscaper**

Premier Landscaping, Inc. - Boxborough, MA

January 2011 to June 2014

I was a landscape laborer. I pretty much did everything except mowed lawns. However, I weed wacked, edged lawns, mulched, hard scape, spring/fall cleanups, etc. I did whatever had to be done!

## **Dog Groomer/Bather**

Clip and Dip Grooming & Boarding - Natick, MA

March 2011 to May 2013

I started out bathing and drying all the dogs that were getting groomed every day. I cleaned everything, bath tub, crates, water bowls, etc. I then started shaving the dogs and clipping their nails. I started to use scissors and clip the dogs hair, however, the owner would finish the dog with what needed to be done. ( not a lot)! And I have been around dogs my whole life! Since I was born until now, I have always had dogs!! I absolutely love being around dogs and taking care of them!!

## **Prep Cook/Salad station**

The Villa Restaurant - Wayland, MA

March 2008 to May 2013

I did all the prep work, including getting the kitchen ready for the day/night, prepped all the chix and veal for Parmesan dishes, made salads, etc. I also worked at an up scale delicatessen when I was in college, in which I made sandwiches, sliced meats, prepped all the food, etc.

## **Security Operations Specialist**

Fidelity Investments - Boston, MA

May 2006 to February 2008

I was a security operations specialist at The World Trade Center at Fidelity Investments. I made sure that every single person who tried getting into any of Fidelity's work space had a work badge. If someone forgot theirs, I would make a temporary badge for them( this also applied to visitors, etc. I made sure everything was running smoothly. This was a suit and tie job, however, we had to do all kinds of different tasks. I had about 10-12 training classes ranging from self defense classes to 80 hour medical training classes.

## **Education**

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### **Bachelor's degree in Criminal Justice/Sociology**

University of Hartford - Hartford, CT

September 2003 to May 2006

## Skills

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- Shipping & Receiving (5 years)
- Packaging
- Security
- Load & Unload (5 years)
- Order Picking (4 years)
- Forklift (2 years)
- Warehouse Experience (4 years)
- Pallet Jack (5 years)
- Order Picker
- Landscaping (3 years)
- Customer service (4 years)
- Security (2 years)
- Construction (2 years)
- Heavy lifting (5 years)
- Materials Handling (4 years)
- Assembly (4 years)
- Inventory Control (5 years)
- Restaurant experience (8 years)
- Maintenance (2 years)
- Pet sitting (3 years)
- Loss prevention (4 years)
- Picking & packing
- Asset Protection (4 years)
- Freight
- Management
- Project management
- Laboratory experience
- Laboratory procedures
- Warehouse distribution
- Time management
- Computer literacy
- Manufacturing
- Microsoft Word
- Data Entry
- Communication Skills
- Landscape maintenance
- Leadership

## Certifications and Licenses

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### **CPR/First Aid**

June 2009 to May 2013

Took an 80 hour course when I worked at fidelity investments as a security operations specialist. I got trained in CPR/first aid, restraint certification.

### **Forklift Certification**

## Additional Information

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I worked at clip N dip for almost 2 years. I started out washing and drying the dogs and then I learned how to clip their nails and use the clippers and scissors. I absolutely LOVE working with animals, especially dogs!! I have 3 myself and I am just a huge pet lover!!