

Carl Francis

Olathe, KS 66062

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Professional Summary

Detail-oriented warehouse professional with years of experience in inventory control, quality assurance, and customer service. Proven track record of implementing efficient warehouse processes, reducing stock discrepancies, and improving overall team performance. Skilled in inventory management, quality control, and customer service. Proficient in computer skills, Microsoft Word, and packaging/manufacturing.

Authorized to work in the US for any employer

Work Experience

Inventory Associate

The Hershey Company-Edgerton, KS

March 2024 to February 2025

- Implemented a new inventory control system, resulting in a reduction in stock discrepancies
- Managed and maintained accurate records of all incoming and outgoing inventory
- Conducted regular audits to ensure inventory accuracy and identify any discrepancies
- Optimized warehouse layout for improved organization and accessibility of inventory items
- Trained new employees on proper handling, storage, and tracking of inventory items
- Performed regular cycle counts to maintain accurate stock levels throughout the warehouse
- Worked closely with suppliers to resolve any issues related to incorrect or damaged shipments
- Monitored product expiration dates and facilitated rotation of perishable goods as necessary
- Reduced shipping errors through implementation of rigorous inspection procedures at receiving dock

Quality Control / Inventory

Hopkins Manufacturing Corporation-Gardner, KS

May 2019 to January 2024

- Trained and mentored new team members on quality assurance processes, improving overall team performance
- Conducted regular meetings with the quality team to review performance metrics, address concerns, and provide feedback
- Created comprehensive reports detailing inspection findings, trends, and recommendations for process enhancements
- Investigated customer complaints or returns, identified root causes, and implemented corrective actions to prevent recurrence
- Achieved an overall defect rate reduction through effective implementation of process controls
- Managed and maintained accurate records of all incoming and outgoing inventory
- Conducted regular audits to ensure inventory accuracy and identify any discrepancies
- Collaborated with cross-functional teams to develop and implement efficient warehouse processes
- Optimized warehouse layout for improved organization and accessibility of inventory items

- Utilized barcode scanning technology to track and monitor inventory levels
- Developed and implemented standard operating procedures (SOPs) for inventory control processes
- Trained new employees on proper handling, storage, and tracking of inventory items
- Performed regular cycle counts to maintain accurate stock levels throughout the warehouse
- Implemented safety protocols for handling hazardous materials within the warehouse environment
- Investigated root causes of inventory discrepancies using problem-solving techniques such as root cause analysis (RCA)

Hardwood Floor Installer

Acme Floor Company, Inc.-Lenexa, KS

July 2014 to September 2019

- Installed and repaired hardwood floors in residential and commercial settings
- Measured, cut, and laid out flooring materials according to blueprints or customer specifications
- Ensured proper subfloor preparation by leveling, sanding, and cleaning surfaces
- Operated power tools such as saws, sanders, and nail guns to complete installation tasks
- Applied adhesives or nails to secure flooring materials in place
- Sanded and finished hardwood floors using appropriate equipment and techniques
- Inspected completed work for quality assurance and made necessary adjustments or repairs
- Collaborated with customers to determine their preferences for floor type, design pattern, or finish options
- Maintained a clean work area throughout the installation process to ensure safety and efficiency
- Managed inventory of flooring materials and tools needed for each project

Auto Detailer

RTI Systems-Kansas City, MO

September 2011 to December 2013

- Performed thorough cleaning and detailing of vehicles, including interior vacuuming, upholstery shampooing, and exterior washing
- Utilized specialized tools and equipment to remove dirt, stains, and grime from vehicle surfaces
- Applied wax, polish, and protective coatings to enhance the appearance of vehicles' paintwork
- Ensured proper tire pressure by checking and inflating tires as needed
- Maintained inventory of detailing supplies such as cleaners, polishes, brushes, towels, etc
- Provided exceptional customer service by addressing any concerns or questions related to the detailing process
- Managed multiple tasks efficiently in a fast-paced environment while maintaining attention to detail
- Followed safety protocols when handling chemicals and operating machinery or power tools
- Developed a checklist system for consistent quality control during the detailing process
- Recognized for consistently meeting or exceeding daily productivity targets
- Maintained an organized work area resulting in improved efficiency during busy periods
- Implemented a system for tracking customer preferences and special requests, leading to improved personalized service

Education

High school diploma

Olathe North Sr High School - Olathe, KS

August 2005 to August 2008

Skills

- Cleaning Experience
- Packaging
- Warehouse Experience
- Cash Handling
- Microsoft Word
- Order Picking
- Communication skills
- Computer skills
- Customer service
- Organizational skills
- Leadership

Certifications and Licenses

Six Sigma

Present

Quality Control

Present

HACCP Certification

Present

Safe Quality Food Certification

Present

OSHA 10

Present

Fall Safety

Present