
Charles Day

407-257-3705

day.charlie@ymail.com

Experience

Fulfillment Coordinator, Threadbird; Florida — 2015-
Currently Employed

- Works closely with organization founders to realize their development milestones
- Managed and has grown the Fulfillment Department (Shipping, Customer Service, New Business Outreach) into a profitable branch of the company
- Coordinate with customers and store owners to identify and resolve order discrepancies
- Proficient in the use of Shipstation, Shopify, Woocommerce, Wordpress
- Coordinate with the fulfillment warehouse to ensure customer orders are "picked, packed and shipped" in accordance with the customer's instructions
- Identify special handling requirements on an order-by-order basis and ensure these requirements are communicated to and executed by the fulfillment warehouse
- Reached out to prospective business owners to solicit their partnership
- Drafted invoices for 26+ online store owners monthly

Online Sales Manager, Chevrolet; Florida — 2015

- Influencing consumers in purchase opportunities
 - Assisting customers with product inquiries
 - Completing paperwork and documentation
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e-Commerce Manager, EZCORP; Florida/Colorado — 2012-2014

- Departmental Management
- Created inventory base, reconciled stock for market area, wrote descriptions
- Conducted price audits, recorded transactions, customer service

Education

Valencia College, Orlando, Florida

University of North Florida, Jacksonville, Florida

Dr. Phillips High School, Orlando, Florida

References

Scott Shevlin: Chevrolet (eCommerce Director) (407) 490-9633

Joe Roberts: EZCORP (Regional Director of HR) (407) 462-1070

Jay Gahary: EZCORP (Area Manager) (813) 624-5765

Marc Piccin: Volkswagen (Sales Manager) (647) 517-2396
