

Charles Hicks

Aurora, CO 80011

charleshicks873_viy@indeedemail.com

+1 720 492 3427

Possesses working knowledge of the job and various techniques and skills necessary for efficient completion of tasks, effectively utilizes available resources and technology, is a credible source of job related, technical, or professional information, keeps informed about current developments in area of expertise, knows and uses established systems and processes.

Builds cooperative relationships to enhance overall performance, works effectively with others, supports team work and collaborative effort, uses the appropriate level of diplomacy when dealing with others, shows respect to others at all times, communicates with the appropriate people/departments/ keeps management informed, displays a positive attitude and presents a professional image.

Authorized to work in the US for any employer

Work Experience

Shipping and Receiving Clerk

Transcat-Aurora, CO

January 2019 to Present

Organized storage areas to maximize movement and minimize labor.

Compared shipment contents with paperwork to support inventory accuracy and records management.

Liaised with vendor representatives to rectify damages and shortages.

Prepared domestic and foreign shipments in line with regulations established by shipping companies and international customs.

Prepared accurate shipping orders and bills of lading to direct and route materials.

Maintained inventory of shipping materials and supplies.

Compared bills of lading against actual merchandise received, inspected for damaged goods and coordinated distribution to correct departments.

Coached new staff preparing outgoing and receiving incoming shipments.

Obtained required documentation to process shipments and support movement.

Tracked inventory levels, handling aspects of shipping and receiving and kept accurate records.

Operated lift and hand trucks to transfer materials to and from target areas.

Unpacked and examined incoming shipments to confirm consistency with records and routed materials to appropriate department.

Prepared shipments for postage through careful packing, sealing and labeling of materials.

Performed inspections of shipment contents, verifying accuracy against invoices and manifests.

Passenger Driver

Lyft-Denver, CO

January 2018 to January 2019

Maintained vehicle to maximize passenger satisfaction.

Upheld high standards of professionalism and discretion when working with high-value clients.

Monitored profitable locations, including nightlife, tourist and business spots, to take advantage of business opportunities.

Presented clean and sanitized vehicle to customers for utmost satisfaction.

Offered riders information about local attractions and restaurants.

Offered assistance to disabled passengers and stowed wheelchairs and other equipment correctly.
Received belongings from passengers and safely and securely stowed items and luggage.
Followed safety rules to keep clean driving record with no accidents or incidents.
Achieved consistently high customer scores due to exceptional service.
Responded to specific locations at designated times to handle customer reservations.
Appeared at designated appointments according to schedule.

Sales Associate and Store Manager

Ez-Pawn-Sheridan, CO

January 2014 to January 2017

Monitored cash drawers in multiple checkout stations to verify adequate cash supply.
Mentored employees and instructed on management of complicated sales, complex issues and difficult customers.
Connected with customers daily to understand needs, provide assistance and collect feedback to optimize operations.
Conducted job interviews, led employee performance evaluations and rewarded top performers to attract and retain quality personnel.
Monitored team sales targets and addressed deficiencies.
Increased store sales by cross-selling complementary items.
Handled high volume sales with cash, credit and gift card transactions, balancing cash draw at end of shift with 100% accuracy rate.
Oversaw daily staffing needs and handled scheduling for store employees.
Priced, tagged and resold items not retrieved by owners within specified timeframes.
Appraised items, including jewelry, firearms and tools to determine product value and authenticity.
Checked identification for every individual bringing in merchandise and verified against police stolen item database.
Arranged items for sale in display cases and on racks to achieve profit objectives.
Researched electronics and other items online to identify market value.
Delivered immediate, friendly and knowledgeable service to customers seeking to bring in or purchase merchandise.
Valued items according to current market conditions and negotiated with customers regarding prices.

- Thrived in a highly challenging customer service environment
- Managed staff activities
- Managed store and daily cash deposits
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Responsible for staff scheduling
- Trained and mentored all staff

Education

GED

Arapahoe Community College - Littleton, CO

1999

Skills

- Negotiation

- Store Management Experience
- Management
- Pricing
- Merchandising
- Packaging
- Records Management
- Order Picking
- Inventory Control
- Freight Experience
- Shipping & Receiving
- Logistics
- Interviewing
- Delivery Driver Experience
- Load & Unload
- Payroll
- Driving
- Load & unload
- Freight
- Customer service
- Merchandising
- Commercial driving
- Organizational skills
- Leadership
- Warehouse management
- Moving
- Forklift
- Pallet Jack
- Warehouse Experience
- Supervising experience
- Time management

Certifications and Licenses

Driver's License