

Christina Taala

Lansing, IL

christinataala9_qc4@indeedemail.com

+1 708 724 5482

Authorized to work in the US for any employer

Work Experience

Forklift Driver

Amazon - Joliet, IL

August 2019 to June 2021

- Maneuvered forklift over and around loaded pallets, boxes and other materials.
- Moved freight, stock and other materials to and from storage and production areas and loading docks.
- Conducted regular inspection of forklift to support safe operation.
- Inspected lifts before use to prevent damage to goods.
- Transported material to correct locations and documented inventory changes.
- Reported safety and quality issues to management.
- TDR training

Customer Service Manager (CSM)

Walmart - Richton Park, IL

September 2016 to June 2019

Assisting Management with control of front-end

- Participating in the hiring, promotion, coaching, teaching, and evaluation of Associates

Improve customer service quality results by studying, evaluating, and re-designing processes

Counting contents of cash register drawer at the end of each shift

Resetting all registers every night for next business day

Register constantly to prevent shortages

Keep equipment operating by enforcing operating instructions

- Maintaining front-end keys

Managed several front-end associates simultaneously including people greeters and cashiers

Lead a team of cashiers and direct throughout the day

Supervised and scheduled cashiers and ensured compliance with payroll budgets

Directed front-end procedures and supervised associates, including cashiers, customer service associates, stockmen, maintenance associates, and people greeters

Maintain a balanced loan drawer and cashier money change drawer

Assisted in preparation for inventory

Interviewed, hired and trained new quality customer service cashiers

Confronted and took care of customers in uncertain situations

Making sure the customers are taken care of and supporting cashiers by providing with guidance and the resources

Organized shipment line of unloading trailers

Manager

Payless ShoeSource - Country Club Hills, IL
January 2016 to August 2016

- Providing customer service
- Maintaining a clean and safe area for customers as well as associates to shop and work in
- Cash handling
- Handling customers concerns and resolving issues
- Cash handling
- Daily walk throughs for safety

Education

High school or equivalent

Skills

- Customer Service
- Front Desk
- Customer Experience
- Call Center
- Customer Care
- Microsoft Word, PowerPoint, Strong Communication Skills, Quick Learner, organizing, Quick Responder, Pay a attentions to small details (3 years)
- Supervising experience
- Management

- Microsoft Office
- Computer skills
- Warehouse Experience
- Forklift (2 years)