



CHRISTOPHER MACK

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Summary

I am a Hardworking Shipping clerk with expertise in preparing contracts and purchase orders, coordinating requisitions, managing back orders and handling all other aspects of materials, inventory with consistent and efficient support. Methodical in keeping documentation current and auditing inventory for accurate record keeping .I also offer a strong background in supervising and mentoring 3 to 6 employees in a warehouse when the manger is not available . Talented in promoting safety, efficiency, accuracy and company rules when monitoring employee performance and training new employees. Accomplished in performing regular inventory counts and maintaining records with a high level of accuracy and I have detail-oriented Shipping professional skilled in coordinating shipping and receiving duties using organizational and problem-solving abilities. Accustomed to successfully managing high-volume work with little oversight, including examining shipments and facilitating vendor resolutions. Excellent document management and deadline monitoring skills.

Skills

- Documentation and reporting
- Materials transport
- Shipping and receiving
- Data management
- Carrier relations
- Shipping coordination
- Package preparation
- Exceptional problem solver
- Strong communication skills
- Multi-line phone systems

Experience

Whisper Walls | Aurora, CO
Shipping And Receiving Clerk
11/2013 - Current

- Optimized shipping and receiving strategies with cost-effective methods, carriers and routes
- Collaborated with carrier representatives to determine receipt methods and make special delivery arrangements
- Promoted inventory accuracy and proper records management by comparing shipment contents with paperwork
- Directed materials routing by preparing accurate shipping orders and bills of lading
- Organized storage areas to maximize efficiency of materials movements and minimize labor required
- Prepared and processed shipping documents, including work and shipping orders, route materials and bills of lading
- Rejected deliveries containing damaged items or shortages and corresponded with shipper to rectify issues
- Inventoried materials and other areas every month and addressed discrepancies to maintain recordkeeping validity

DIRECTV | Centennial, CO
Customer Retention Agent
06/2005 - 08/2011

- Provided timely, courteous and knowledgeable responses to information requests
- Achieved high customer satisfaction scores by de-escalating complaints quickly
- Contacted private individuals or businesses by telephone to solicit sales

- Made appointments with interested customers according to schedule availability
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions
- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings
- Proactively identified and solved complex problems impacting operations management and business direction

Education and Training

Aurora Central High School | Aurora, CO
High School Diploma