

Daniel Villa

Castle Pines, CO 80108

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Authorized to work in the US for any employer

Work Experience

Warehouse Worker

Target - Newton, NC

September 2021 to May 2023

- Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship)
- Receive and process warehouse stock products (pick, unload, label, store)
- Perform inventory controls and keep quality standards high for audits
- Keep a clean and safe working environment and optimise space utilisation
- Complete diary logs into inventory
- Report any discrepancies
- Communicate and cooperate with supervisors and coworkers
- Operate and maintain preventively warehouse vehicles and equipment
- Follow quality service standards and comply with procedures, rules and regulations

Machine Operator

Tenowo - Lincolnton, NC

April 2021 to September 2021

- Set up machines (calibration, cleaning etc.) to start a production cycle
- Control and adjust machine settings (e.g. speed)
- Feed raw material or parts to semi-automated machines
- Inspect parts with precision and measuring tools
- Test operation of machines periodically
- Fix issues that might occur during the shift
- Check output to spot any machine-related mistakes or flaws
- Keep records of approved and defective units or final products
- Maintain activity logs

Bilingual Technical Support and Customer Service Representative

Onelink - Medellín, Antioquia

December 2019 to April 2021

Provide Spanish and English customer service to customers, leveraging listening skills and empathy to answer questions and provide information. Communicating clearly and concisely, demonstrating empathy and the ability to de-escalate. Use my computer skills and the ability to navigate through multiple systems to research information quickly. Meet and the company's success metrics, including average handle time, quality assurance, customer service and schedule adherence.

Education

High school diploma

Institución educativa comercial de Envigado - Gastonia, NC

January 2014

Skills

- Machining
- Manufacturing
- Warehouse experience
- Packaging
- Restaurant experience
- Forklift
- Customer service
- Technical Support
- Load & Unload
- Order Picking
- Shipping & Receiving
- Typing
- Order Picker
- English
- Customer support

Languages

- Spanish - Expert
- English - Expert