

Devonte Thornburg

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Experience:

Geary Pacific Supply - Heating & Air Conditioning/HVAC

Warehouse Order Puller / Material Handler

01/2018 -04/2018

- * Pull or fill customer orders and process as required
- * Prepare Shipping Documents
- * Scan or Input accurate information into the computer system using scanners
- * Monitor and maintain accurate product movement
- * Fill pull slots as necessary using forklift or pick-lift
- * Assist order checker with processing shipping labels and checking order for accuracy
- * Assist shipping/receiving in loading and unloading of product from containers or carrier trailers

GRAINGER (Contract)

Customer Service Representative

02/2017-06/2017

- * Played a vital role in the retention of Grainger's customers.
- * Responsible for improving customer retention through programs and services provided to the customer.
- * Worked extensively with the customers to resolve problems, orders, and technical issues in an effort to retain our customers' service and relationship.
- * Accurately performed fundamental work assignments to deliver a superior customer experience by listening to their needs and providing timely solutions (Order entry, order follow-up, shipment tracking, update orders, etc.).
- * Provided remarkable customer service that drives customers to return to Grainger
- * Accepted coaching and feedback while acting on it and taking necessary steps to improve performance through commitment to learning and growth.
- * Consistently captured customer's intent when placing an order and seamlessly provided delivery options that met those needs.
- * Used system capabilities to provide information on pricing, availability, and alternative solutions to complete customer interactions and solve customer problems.
- * Personalized interactions with customers, while using a positive, "say yes" approach, and set appropriate expectations to resolve conflict. Demonstrated and participated in continuous improvement activities

CVS CAREMARK(Contract)

Enrollment Med D File Clerk**08/2016-12/2016**

- * 500 incoming mail, sorting 2000 units of undelivered mail per day.
- * 40% - Prepping & sorting mail
- * 40% - Scanning mail with low and high speed scanners
- * 10% - Researching eligibility with internal system
- * 10% - Data entry using Excel
- * Open, sort and prepping of undeliverable mail / incoming correspondence
- * Scanning and Importing of undeliverable mail / incoming correspondence
- * Research and verifying eligibility
- * Processing returned checks
- * Research and resolve issues associated with incoming mail.
- * Processing enrollment of Medicare Part D members including first-time enrollment and member modifications.
- * Manage work activities from MedForce application - key tool that drives work activity/tasks
- * Interface with other applications for research and, where applicable, updating them with actions/outcomes of enrollment activity
- * Log work activity in Access database (task-start, type of activity, HIC number, task-stop, task-completion) and then proceed to next MedForce item in queue
- * Manage scanning of all member correspondence into Med Force application, which drives enrollment queue
- * Update Excel spreadsheets to track workflow of various special assigned projects

Logisticare (Contract)**05/2016-07/2016****Customer Service Representative**

- * Handled inbound and outbound calls
- * Helped with customers inquiries
- * Entered data into the appropriate systems
- * Highly attentive to detail and accuracy

Wage Works (Contract)**06/2015-03/2016****Customer Service Representative**

- * Call Center customer service
- * Handled customer inquiries about balances
- * Handled claims, reimbursements and also card use inquiries
- * Assisted customers with any concerns and assured exceptional customer service with one call resolution

Convergys**07/2013-05/2015****Customer Service Representative**

- * Handled customer concerns and troubles
- * Directly talked to the sales reps in the store
- * Handled face to face with the customers that were usually hostile
- * Calm under pressure while exceeding all the goals necessary to help the individual with the problem or plan the customer desired

The Aces**01/2014-11/2014****Behavioral Coach**

- * Worked with students who have a variety of behavior problems
- * Assisted students in areas that they get frustrated or tend to struggle without guidance
- * Worked one on one with some students who have autism need more supervision

Forever 21**08/2011-07/2014****Sales Associate/Customer Service**

- * Opened all the accessory boxes and all of the apparel boxes
- * Greeted customers with professionalism and a friendly smile
- * Introduced myself politely and offer assistance
- * Helped customers find items that they were looking for
- * Act in professional manner at all times and help satisfy the customer to the best of my ability
- * Assisted with cashier duties as well when needed a variety of work was done making me well skilled in many areas when it comes to interacting with customers

Rainbow**06/2011-08/2013****Sales Floor Associate**

- * Scheduled appointments
- * Maintained and updated appointment calendars
- * Analyzed data to determine answers to questions from customers or members of the public
- * Provided information about establishment and services provided
- * Sold a variety of cleaning products to the general public
- * Held demonstrations of products to market for potential sales