

**Ella R Flores**

[ellaf2224@icloud.com](mailto:ellaf2224@icloud.com) 970-481-9200

[linkedin.com/in/ella-flores-476619174](https://www.linkedin.com/in/ella-flores-476619174)

I am a motivated professional looking to make a career change in customer and employee relations. I have always found enjoyment in helping customers and employees with questions and technical issues. With a background that consists of mechanical, electrical, Federal SOP's, and customer service, I have grasped the knowledge to interpret many forms of written literature. Dedicated to being a communal team player while also working independently to carryout customer and employee goals. Working in fields where safety and precise decisions are needed I have learned to make decisions that benefit present and future concerns.

### **Technical Skills**

Bilingual (English/Spanish) comprehending complex SOPs, Sensitive security information, technical schematics, rules and guidelines governed by both federal and state.

Familiar with Quick Books, office equipment, social media.

Training Program – Department of Homeland Security 201.

Engineer/Conductor Training – Union Pacific Railroad 2013 & 2015.

### **EDUCATION**

Criminal Justice Degree – University of Phoenix 2009 to 2010

### **EXPERIENCE**

#### **United Parcel Service**

12/2019 - Present

#### **Deliver helper, truck loader**

Started working as a seasonal helper and transitioned to truck loader.

Delivered packages to residential and commercial business

Received pickup packages and letters form businesses and residential

Loading packages on to vehicles for morning deliveries.

#### **Tolmar Inc. Windsor, Colorado**

#### **Packaging Development Associate I**

12/2018 - 6/2019

My time working at Tolmoar Inc, has given me a chance to apply my previous knowledge of several computer systems, usage of SOP's, Federal regulated rules and guidelines along with being an overall team player. Keeping constant communication by creating a positive rapport with customers to meet their requests and needs.

Utalizing electronic document systems to revise inspection specifications for packaging components.

Creating a positive relationship with vendors and customers regarding artwork and part number requests.

Familiar with creating pick lists, batch records, and artwork instructions.

Able to create and modify linear 2D Data Matrix Bar Codes, per HDA Guidelines.

Assisting with Supplier Change Notification.

Knowledge of cGMP, GDP and QC/QA principles concepts. Microsoft Office Suite and Adobe Create Suite.

Keeping up to date with company procedures and policies to endure compliance.

**Union Pacific Railroad, Cheyenne Wy,  
Conductor and Engineer**

01/2013 - 11/2019

Started working as a conductor for a year where I was in charge of all movement of train and rules that were set by the federal railroad association and company. Ensuring engineer is abiding by all rules regulating movement of train and train handling. Keeping up to date with all computer based training and learning new software that allows employees to communicate with customers. Recorded and downloaded mechanical failures and reports. Small window of short term employment starting towards the end of 2016 to 2018 due to being furloughed.

Communicate with dispatcher and management about issues regarding train movement.

Responsible for hazardous cargo material on train.

Maintain sensitive security information regarding cargo, comply with FRA regulations.

Proper train handling.

Monitor air brakes, air flow and pressure governors.

**Great Western Rail Road / Omnitrax  
Transload operator**

2017-2018

Created spread sheets and recorded all product information on a daily basis. Communication with customers was very important with information regarding products and scheduling information. Scanning, faxing and emailing daily progress reports to management on work completed. Abiding all federal weighing documentation and laws.

Loading and unloading of rail cars.

Releasing cars through computer software called rail connect.

Entering and recording all product weight.

Creating spread sheets for all recorded data.

**Auto Collision Experts, Fort Collins, Colorado  
Parts Manager**

2017 - 2017

Ordered parts for technicians and customers, used Mitchell estimating software, Quick books. Filing customer and insurance information using scanners, downloading photos for insurance purposes and making thorough notes on all claims.

Constant communication with vendors and insurance companies to dispute parts coverage, photos and payments. Operating many ordering programs at once to obtain timely and precise information for the technician, insurance companies and customers. Building a positive relationship with customers to ensure the promise and reliability of our work.

As a parts manager it was very important to build positive relationships with customers.

Talking with vendors regarding parts issues.

Calling Insurance companies regarding our account receivables, collecting payments.

Scheduling.

**RMT Van works Fort Collins, CO  
Counter sales and service manager**

2017 - 2017

Ordered parts for customers and technicians. Scheduled appointments and work for technicians whom were out of work. Calling several aftermarket companies and getting a better understanding on their products and technical support. Helping technicians when work progress was falling behind or just to get caught up to schedule more work. I am a team player and not afraid to get dirty. Taking payments and scheduling using Quick books, along with end of day sale reporting.

Helped technicians install parts when we were down an employee.  
Explain usage and product information to customers.  
Gained customers satisfaction and business by advising customers on work progress.

**Department of Homeland Security, Denver, CO**

2012 - 2013

**Officer**

Homeland Security has taught me the skills needed to understand and tend to customer and employee needs. Managed up to 12 and more employees during shifts on a regular basis. I have obtained strong written, oral and communication skills including filling, typing, equipment handling along with book keeping.

Tested passengers and belongings for explosives• Screened passenger belongings via x-ray machine.

Guided teams of 12 or more officers during shifts.

Handled Sensitive Security information.