

Erica Bruce

Fort Collins, CO 80521

ericabruce34_cya@indeedemail.com

+1 970 294 9721

Authorized to work in the US for any employer

Work Experience

Order Picker

Eccxi Inc - Trenton, TX

June 2021 to December 2022

Used Skustack to pick order lists. Handheld was used to access order lists and scan orders. I also had experience processing and picking fulfillment by Amazon orders. I was cross trained and actively worked processing returns, refurbishing returned items, processing warranty requests and returning put-backs back into inventory.

Quality Control Inspector

COVERCRAFT INDUSTRIES - Wichita Falls, TX

August 2020 to June 2021

Inspected seat covers, car covers, watercraft covers for sewing and fabric flaws. Confirmed that the box count was correct for shipping. Data entry in Excel and navigation of Cover Craft product tracking software.

Punch Press & CNC Machine Operator

Tower Fabrication - Olney, TX

March 2017 to August 2020

Read blueprints and used analog caliper to set up Punch press to run customers' orders to specifications. Periodically checked parts to maintain precision of customer orders. Used deburr tool and deburr stones to keep parts clean. I used a table-mount metal circular saw to cut parts. Also used regular table-mount circular saw to cut wood planks for banding for shipping. I used ratchet type bander and electric bander to band orders for shipping. Loaded parts into CNC machine, ran cycle, packed parts for shipping, periodically cleaned CNC machine throughout shift, changed bits as needed and thoroughly cleaned CNC machine at the end of every shift.

Customer Service Representative

Greenwood Nursery - McMinnville, TN

February 2006 to February 2017

Online and phone orders and sales, customer complaint resolution, landscape advice and sales, multi-line phones, Microsoft Office, Data Entry

Education

High school diploma or GED in Medical Billing

January 2016 to May 2016

High school diploma or GED in Customer Service

International Business School - Sherman, TX

September 1996 to May 1997

High school diploma

Skills

- Quality Control
- Quality Inspection
- Calipers
- Microsoft Office, Customer Service, 10-Key, Typing 50 wpm
- Grant Writing
- Event Planning
- Fundraising
- Multi-line Phone Systems
- Payroll
- Administrative Experience
- Office Management
- Quality Assurance
- Manufacturing
- CNC
- Program Development
- Assembly
- Writing Skills
- CNC Lathe
- Accounts Receivable
- Blueprint Reading
- Basic math
- Customer service
- Leadership
- Clerical experience
- ICD-9
- Medical terminology
- Microsoft Office
- Organizational skills
- Restaurant experience

- Filing
- Data collection
- Hotel experience
- Communication skills
- Microsoft Excel
- Order Picking

Certifications and Licenses

Food Handler Certification

Assessments

Customer Service — Familiar

September 2020

Identifying and resolving common customer issues

Full results: [Familiar](#)

Customer Focus & Orientation — Highly Proficient

September 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Administrative assistant/receptionist — Proficient

December 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Work style: Reliability — Proficient

December 2020

Tendency to be dependable and come to work

Full results: [Proficient](#)

Scheduling — Familiar

January 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Familiar](#)

Numerical reasoning skills — Proficient

January 2021

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs

Full results: [Proficient](#)

Attention to detail — Proficient

January 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Working with MS Word documents — Proficient

September 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Attention to detail: Inventory — Familiar

January 2021

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: [Familiar](#)

Warehouse associate — Highly Proficient

January 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Highly Proficient](#)

Delivery driver — Highly Proficient

December 2020

Interpreting instructions or signs and solving problems

Full results: [Highly Proficient](#)

Administrative assistant/receptionist — Familiar

March 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Familiar](#)

Spreadsheets with Microsoft Excel — Proficient

September 2021

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.