

# Felicia Lowman

## **Warehouse Associate - Fulfillment.com**

Savannah, GA 31406

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(912) 346-1826

Energetic and results-driven professional with more than five years of experience in the merchandise arena with a track record of conferring with vendors and management to provide them with information regarding products or services. Expert in taking or entering orders, maintaining inventory and obtaining details of discrepancies. Familiar with principles and processes of customer needs assessment, meeting quality standards for services, and evaluation of service and support.

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Associate**

Fulfillment.com - Savannah, GA

December 2017 to Present

- \* Daily verifies the quantity and description of materials received by checking merchandise against the packing list
- \* Maintains all materials on shelves, in racks or other designated storage areas in an orderly manner
- \* Inspects all incoming shipments, rejects damaged items. Appropriately report/record any discrepancies
- \* Experience in operating pallet jack and scanning devices

Merchandise Handler, Macy's - Savannah, GA

June 2017 to December 2017

- \* Responsible for all functions related to the flow of new merchandise for the vendor; completed general shipment; handled invoices, and processed activities in accordance to productivity standards and ensured floor readiness
- \* Assisted the Merchandise Team in the movement of fixtures and merchandise for new product, season changes, and clearance sets
- \* Received, stored and issued sales floor merchandise; assisted in replenishment, inventory and markdown processes; created attractive customer focused displays
- \* Maintained communication with vendors, regional and district offices for support on driving sales and promotions

Primary Care Provider, Savannah, GA July 2013 - June 2017

- \* Served as full-time care provider for chronically ill parent
- \* Managed daily living activities including meal preparation, housekeeping, medication administration, personal hygiene, patient transfer and appointment management

### **Student File Clerk**

Armstrong State University - Savannah, GA

August 2008 to July 2013

- \* Performed clerical and secretarial duties including scanning documents, processing incoming mail, filing, shredding, copying, answering phones, setting appointments, and maintaining files
- \* Collaborated with Registrar; coordinated graduation rehearsals; assisted with graduation ceremonies; facilitated student and guest participation

### **Customer Service Associate**

JC Penney - Savannah, GA

August 2006 to August 2008

- \* Promoted benefits of store credit cards to customers; successfully opened credit accounts
- \* Maintained constant presence on the sales floor to address customer needs with trying on and assist apparel and locating sizes; effectively used the register to perform transactions under the POS system
- \* Utilized the company's marketing strategy to suggest product add-ons to customers; inquired about buying experience, item preferences, and future purchases; enrolled customers in VIP promotional events
- \* Handled incoming freights to the store through verification, price check and distribution

## Education

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### **Bachelor of Arts in English Communications**

Armstrong State University - Savannah, GA

2012

### **Associate of Science in Marketing Management**

Savannah Technical College - Savannah, GA

2006

## Skills

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Picker Packer, Warehouse Associate, Order Puller