

Freddie Douglas

Waco, TX 76708

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Authorized to work in the US for any employer

WORK EXPERIENCE

Picker/Packer

Magnolia - Waco, TX -

2016-10 - 2017-08

Efficiently picks desired merchandise in a timely and excellent manner that meets company standards for safety, security and productivity. The Picker is responsible for the pulling of merchandise to be packed for all orders to be filled.

Landscape Maintenance Worker

Franklin Real Estate Development - Waco, TX -

2016-01 - 2016-10

Performs independent work tasks including removal of debris, mowing lawns, weed eating, etc. Assist in tree trimming haul off bush hedging and other duties as needed.

Materials Handler II

Army & Airforce Exchange Service - Waco, TX -

2015-01 - 2016-01

Performs independent work tasks to meet assigned requirements. Order Selection: Orders being picked and moved to ensure programs are updated. Operate a forklift or other MHE to pick merchandise and complete cycles in a timely manner. Complies with established safety, security, fire prevention procedures and relevant directives. Performs other related duties as assigned.

Service Agent/Driver

Enterprise Holdings - Waco, TX -

2014-06 - 2015-05

The Service Agent is responsible for the care and maintenance of the cars on the lot. This includes vacuuming and prepping the cars, shuttling cars to and from car washes and dealerships for servicing, car transports to and from offices, picking up customers/ customer drop-offs.

Marketplace CSR

General Dynamics - Waco, TX -

2013-10 - 2014-06

As a Customer Service Representative, team members read scripted responses to beneficiarys questions dealing with basic information and educational topics such as:

Provide knowledgeable responses to telephone inquiries in a courteous and professional manner. Maintain a current understanding of the processing procedures to respond to numerous phone inquiries. Adhere to the Privacy Act as it relates to the confidentiality of information released. Respond to telephone inquiries within the departmental goals for quality, schedule adherence and average handle time.

Assistant Manager

Eskimo Hut - Waco, TX -

2012-08 - 2013-10

Partnering with the management team to meet and exceed individual and store sales metrics. Providing clear and effective direction to staff in absence of the Store Manager. Scheduled associates as well as trained and counseled. Provided friendly and courteous customer service as a cashier. Responsible for handling daily cash flow and for processing cash receipt and reconciliation of till. Handled opening and end of day procedures, safe auditing and balancing

Retail Sales Associate

Ross - Waco, TX -

2011-08 - 2013-01

Providing an exceptional shopping experience that will encourage customer to return by demonstrating excellent product knowledge, friendly personable presentation, and professional handling of difficult situations. Adhered to all operational policies put out by the company as well as market specific objectives. Assisted with all necessary sales reporting. Maintained floor stocking levels, displays, etc. according to company planogram. Cleaned room and/or work areas

Customer Service Representative

Hollywood Video - Hewitt, TX -

2009-08 - 2011-07

Created a very positive sales/buying experience for the customer. Handled multiline escalated issues, customer inquiries, and billing complaints. Collected payments. Assisted customers with purchases and knowledge of items. Up-sale new or additional services or products. Key holder, Supervisor in charge of duties, and cash handling/ deposits

EDUCATION

McLennan Community College - Waco, TX

2007 - 2009

Midway High School - Hewitt, TX

2002 - 2006

CERTIFICATIONS/LICENSES

Materials Handling Equipment (MHE) Operator's Permit

2015-10 - 2018-10

Authorized to operate the following MHE:

Standup Lift

Sitdown Lift

Manup

Electric Pallet Jack