

Henry Jones

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To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills while making a significant contribution to the success of the company,

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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Work Experience

Process Assistant

Amazon Warehouse - Vandalia, OH

September 2023 to Present

1. Assist Amazon in the fulfillment of its commercial and operational commitments. This may involve working in a variety of areas, such as receiving and sorting inventory, packing and shipping orders and overseeing the work of all employees is being completed efficiently. Clerical duties performed daily are data management and analysis, scheduling and calendar management, delivery coordination and vendor relations.

Amazon Warehouse Associate

Amazon - Kettering, OH

November 2022 to September 2023

Delivery Station Team members receive trucks full of orders then prepare them for delivery. As part of this team I load conveyor belts and transport and stage deliveries to be picked up by drivers.

Program Supervisor

Infocision Inc. - Dayton, OH

July 2017 to October 2022

- Communicates effectively with agents accountability, expectations, performance, and productivity.
- Complete quality assessments and coach accordingly
- Supervise, motivate, and assist in training of agents.
- Assist in recruitment, when needed.
- Develop meaningful relationships with agents to increase engagement, retention, and program success.
- Communicate across all channels including Teams, Chat, Telephone and email.
- Suggest changes to scripting, screens,, and other marketing material.
- Assist in solving agents' remote connection issues. (Troubleshoot)

Education

High school diploma

Beavercreek High School - Beavercreek, OH

Skills

- Communication Skills
- Food Preparation
- Cleaning Experience
- Host/Hostess
- Microsoft Word (5 years)
- Retail Sales
- Cash Handling
- Kitchen Experience
- Microsoft Outlook
- Good knowledge of project management principles.
- Be comfortable in an uncertain environment.
- Leadership skills (10+ years)
- Conflict resolution skills
- Food Service
- Sales
- English
- Good communication skills
- Ability to command respect
- Cooking
- Cashiering
- Proficient with Microsoft Office products to include Outlook, Word and Excel