

Ian Mace

Shipping Lead

Denver, CO 80222

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Willing to relocate: Anywhere

Work Experience

Shipping Lead

C&H Enterprises - Fremont, CA

September 2019 to Present

- Manage and maintain efficiency on the warehouse floor
- Business Partner among my peers, offering a welcome workspace
- Operate Shopkeep/ISS tool to manage inventory accurately
- Review and verify specs and certifications to push process flow
- Took control of Receiving dock unaccompanied after 3 months, and promoted to Shipping Lead after a year on the job

Ice Hockey Coach

SFHS Club Hockey; San Jose Jr Sharks - Mountain View, CA

October 2017 to Present

- Creating and enacting a full season plan for team
- Preparing daily/weekly drill sheets supporting staff and players
- Leading player development across different age groups
- Developing players decision-making skills in time-sensitive high-pressure situations

Scorekeeper

Solar 4 America Ice San Jose - San Jose, CA

April 2017 to March 2020

- Listen attentively and write clearly to input proper data on scoresheets
- Enforce league rules and policies for game and player safety
- Speak effectively with on-ice officials to resolve player conflicts
- Provide excellent customer service to players and coaches alike

Photography Assistant

Vantage Point Photography - San Clara, CA

July 2017 to September 2019

- Complete staging of offices in commercial workplaces
- Invoice customers in timely fashion
- Multitask and manage rapidly changing schedules
- Effective communications with property managers to ensure smooth sessions

Team Member

Target - San Jose, CA

April 2016 to September 2016

- Make decisions and take charge to stock floor to meet deadlines
- Direct others and provide feedback to improve team efficiency
- Openly express ideas on how to resolve issues and conflict in store
- Share credit for completing team goals

Customer Service Representative

Pinger Inc - San Jose, CA

July 2010 to January 2015

- Understand customer comments and complaints, creating a discussion in the Zendesk
- Lead group discussions to improve customer service responses and customer satisfaction
- Provide feedback and reports regarding customer issues and approval ratings
- Meet individual goals for approval rating and tickets solved per hour

Education

Bachelor's of Science in Nutritional Science

San Jose State University

Skills

- Customer Service (5 years)
- zendesk (5 years)
- Sports Coaching
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- Leadership
- Manufacturing
- Warehouse experience
- Computer hardware
- Forklift
- Shipping & Receiving
- Warehouse Management
- Order Picking
- Active Directory
- OSHA (2 years)
- Heavy lifting
- Hand tools
- Inventory control
- Stocking
- Transportation (2 years)
- Materials management
- Supervising experience
- Microsoft Access

- Six Sigma
- Continuous improvement
- Mechanical knowledge
- Management
- Warehouse supervisor experience
- Industrial equipment
- Logistics
- Help Desk
- Materials Handling
- Technical Support
- Customer support
- Machine learning

Certifications and Licenses

Forklift Certified

November 2019 to November 2022

Forklift Class 3 Certified