

IRENE HORN

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Professional Summary

Experienced Shipping and Receiving professional accustomed to promoting efficient warehouse functions to meet production goals and customer needs. Effective at managing fast-paced work with minimal supervision, including inspecting shipments and resolving issues with vendor representatives. Strong records management and planning abilities.

Skills

- Shipping and receiving
- Materials transportation
- Packing and scanning
- Safety and compliance
- Vendor relationship management
- Shipment planning
- Route Management
- Package labeling
- Quality control
- MS Office
- Customer service
- Database management software
- Advanced SAP knowledge
- Process improvement

Work History

Inventory Control Clerk 11/2022 to 11/2024
Michelin - Channahon, IL//

- Completed daily cycle counts to maintain accuracy of records.
- Accepted delivered packages, verified products and checked delivery totals to keep system records current and accurate.
- Audited and corrected discrepancies in inventory numbers.
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Addressed internal supply problems head-on and developed creative solutions to prevent delays and missed targets.
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Used the electric pallet jack to move inventory.
- Received, sorted and processed damaged goods with vendors or manufacturers.

Terminal Clerk 1 09/2021 to 11/2022
Estes Express Lines - Joliet, IL

- Orchestrated efficient routing by producing accurate shipping documentation and package labels.
- Checked bills of lading, outgoing package paperwork and other documentation for accuracy.

- Handled high-volume paperwork and collaborated with our line haul department to resolve any issues.

- Worked with AS400, as well as, other various software in order to complete all shipping/hazmat documentation.

Inventory Control Specialist
NDCP – Mokena, IL

05/2018 to 09/2021

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Inventory Control Supervisor
DSC Logistics Inc. – Elwood, IL

06/2013 to 04/2018

- Managed supervisor itinerary and appointments and streamlined scheduling procedures.
- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Planned allocation of resources, including materials and equipment for facility.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff.
- Analyzed and solved multi-faceted problems that effected executive leaders and business initiatives.
- Integrated logistics systems into company processes to improve operations and manage work orders and price changes.
- Established and developed highly efficient and dependable administrative team by delivering ongoing coaching and motivation and fostering career advancement.

Customer Service Representative
Transcore – Wilmington, IL

08/2011 to 06/2013

- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.

Education

High School Diploma
Wilmington High School - Wilmington, IL

05/2009