

Jacqueline Twarog

Flushing, OH 43977

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(740)510-5710

Veteran Customer Service Representative with top-level skills in office and logistics. Likeable personality and customer-focused background coupled with expertise in Customer Service. Ready to tackle new challenges and build success with exciting organization.

Authorized to work in the US for any employer

Work Experience

Warehouse Assistant

Community Action Commission Of Belmont County - Saint Clairsville, OH

March 2019 to Present

- Stocked warehouse efficiently by comparing item numbers with storage locations
- Performed inventory control, such as counting and stocking merchandise
- Kept warehouse clean and organized to maximize team efficiency and productivity
- Maintained accurate and current customer account data with manual forms processing and digital information updates
- Performed office-related support tasks and clerical functions, including Mailing applications for potential clients, setup appointment for Energy Audits, and completed Purchase Orders with invoices to be sent to Main Office
- Initiated contact with Low-income clients to gather required information and to be able to setup appointments for Energy Audits
- Promptly answered multi-line phone system and greeted callers enthusiastically
- Handled daily scheduling tasks and provided administrative support for Energy Auditor's department
- Entered Personal data into CAP60 system and updated customer contacts, household and financial information and housing measurements and job information to keep records current
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information

Grocery Manager

Riesbeck's Market - Saint Clairsville, OH

May 2014 to March 2019

- Engaged customers and provided very high level of service and support, helping find desired products and items
- Performed key tasks to promote inviting store appearance, which included making sure shelves were properly and effectively stocked at all times
- Supervised creation of exciting merchandise displays to catch attention of store customers
- Chaired weekly meetings with executive leadership to identify opportunities for improvement, establish milestones and tailor products to individual markets
- Delegated daily tasks to employees, streamlining daily progress and efficiency
- Scheduling shifts, taking into account customer traffic and employee strengths

- Reviewed inventory levels on daily basis and placed orders for products and merchandise for restocking purposes
- Organized efficient merchandise replenishment strategies to keep shelves stocked and well-organized for customers

Logistics Analyst

W R Systems, LTD - Norfolk, VA

June 2004 to March 2013

- Handled high-volume paperwork and collaborated with Production department to resolve invoicing and shipping problems
- Monitored and reported on transportation costs and ensured shipping documents were properly filed
- Achieved and maintained customer loyalty by forging long-term relationships based on prompt and courteous service
- Maintained accurate stock records and schedules
- Communicated all emergencies, delays due to weather and carrier schedule changes to customers and supervisors
- Picked products for specific routes according to pick sheets
- Teamed with freight forwarder to verify vendor booked correct time for shipments and vendors to receive updates on delayed or early bookings

Aviation Storekeeper E-5

U S Navy - Virginia Beach, VA

April 1992 to March 2004

Virginia

Education

Associate in Business Administration, Accounting

Centura College - Virginia Beach, VA

August 2013

Skills

- Microsoft Office 2003, 2007, 2010 (Word, Excel, Access, PowerPoint); QuickBooks 2011 and 2012
- Customer Service and Assistance
- Coordination of inventory
- Inventory management
- Employee reviews
- Courteous demeanor
- Clerical support
- Problem-solving abilities
- Stockroom procedures
- Inventory control
- Customer relations

- Shipping and receiving understanding
- Forklift
- Order Puller
- Shipping
- Unloading
- Loading
- Shipping Receiving
- Warehouse Associate
- Administrative Skills (10+ years)
- Customer Service (10+ years)
- Administrative Assistant (10+ years)
- Communications (5 years)
- Bookkeeping
- Freight Experience
- General Ledger Accounting
- Office Management
- Microsoft Excel
- Microsoft Office
- Retail management

Military Service

Branch: United States Navy

Rank: E-5

Certifications and Licenses

Forklift Certified

forklift certification

Assessments

Receptionist — Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

Warehouse Shift Leader — Highly Proficient

February 2020

Supervising warehouse staff and maintaining safety and security standards.

Full results: [Highly Proficient](#)

Accounting Skills: Bookkeeping — Familiar

April 2019

Calculating and determining the accuracy of financial data.

Full results: [Familiar](#)

Management & Leadership Skills: Impact & Influence — Highly Proficient

April 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.