

Jadia Gent

Rocky Mount, NC 27801

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Work Experience

Service Technician

Cummins-Whitakers, NC

September 2023 to January 2025

- Performed routine maintenance and repairs on various types of equipment, ensuring optimal functionality
- Diagnosed and resolved technical issues in a timely manner to minimize downtime for clients
- Collaborated with team members to troubleshoot complex problems and develop effective solutions
- Installed, configured, and tested new equipment according to client specifications
- Conducted thorough inspections to identify potential problems and prevent future breakdowns

Material Handler

Johnson Controls-Tarboro, NC

January 2022 to August 2023

- Efficiently unloaded and inspected incoming materials, ensuring accuracy and quality control
- Maintained inventory accuracy by conducting regular cycle counts and reconciling discrepancies
- Organized storage areas to optimize space utilization and facilitate easy retrieval of materials
- Assisted in the packaging and labeling of finished products for shipment to customers
- Utilized computer systems to track inventory levels, monitor stock movements, and generate reports
- Worked closely with production team to provide them with necessary materials in a timely manner
- Performed routine maintenance on material handling equipment to ensure proper functioning at all times
- Managed hazardous materials according to established safety guidelines and regulations
- Implemented barcode scanning system for tracking inventory movement accurately
- Maintained accurate records of received goods including quantity, condition, and any discrepancies
- Managed material flow to support production schedules and minimize downtime

Shipping and Receiving

QVC-Rocky Mount, NC

January 2017 to December 2021

- Managed shipping and receiving operations, ensuring accurate and timely processing of all incoming and outgoing shipments
- Implemented quality control measures to inspect incoming products for damages or defects, reducing return rates by XX%
- Maintained accurate inventory records through regular cycle counts and reconciliations, minimizing stock discrepancies by XX%
- Optimized warehouse layout and storage systems to maximize efficiency and minimize handling time
- Utilized barcode scanning technology to track inventory movement accurately throughout the warehouse

- Implemented a system for tracking return merchandise authorizations (RMAs) to streamline the returns process
- Performed root cause analysis on recurring shipping issues and implemented corrective actions to prevent future occurrences
- Reduced packaging waste by implementing eco-friendly packaging materials resulting in a reduction of waste by XX% annually
- Investigated carrier performance metrics regularly; identified underperforming carriers leading us renegotiating contracts saving \$XX per year
- Instituted safety protocols for handling hazardous materials, ensuring adherence to OSHA guidelines
- Conducted regular audits of shipping documentation to ensure compliance with regulatory requirements

Education

High school diploma

Petersburg High School - Petersburg, VA

September 2011 to June 2015