

# Jaleel Graves

## **Operations Support Team/Forklift Operator/Replenishment Team - Medline**

Florissant, MO 63034

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314-701-1943

To obtain a position with growth opportunities.

Authorized to work in the US for any employer

## Work Experience

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### **Operations/Replenishment Team/ Operations support team**

Medline - St. Louis, MO

June 2016 to Present

Shipping- Receives inbound materials and marks materials with identifying information; record amount of material received; sort materials and stock on racks, shelves or bins in accordance with predetermined sequence such as size, color, type, or product code. Arrange materials for order assembly.

Fills requisitions, work orders, or requests for materials, tools or other stock items and distributes items to production workers or assembly line

Operates hand truck, cart, doilies, forklift, order-picker, and walkie to transport stored items from warehouse to plant or to pick up items for shipment.

Receiving- Reads production schedule, customer order, work order, shipping order, or requisition to determine items to be moved, gathered, or distributed. Operates appropriate material handling equipment to transport stored items from warehouse to plant or to pick up items from several locations for shipment. Conveys materials and items from receiving or production areas to storage or to other designated areas,

Stack product appropriately, label application as needed, and use of RF scanner if required.

Completes other job duties as assigned.

Operations support team (ost)- Traveling across the country to support and help other branches in need. While following standard operating procedures. Mandatory travel 50%.

### **Warehouse Associate**

Garmin - Olathe, KS

October 2015 to May 2016

Olathe Ks, 66062

10/2015-5/2016

Shipping- Pack materials to ensure adequately delivery to internal and external customers

Responsible to perform cycle counts as required

Ability to operate RF device to transact and move material must meet quality and productivity metrics. Perform housekeeping tasks to maintain a safe work environment

Comply with all safety standards and policies

Reverse Logistics- Process credits towards customer accounts for returned items and receive

product into Oracle and MS Access, re-Route customer repair RMA's, aviation units and other receipts to appropriate areas, and perform data entry of inventory transactions accurately. Rebox and weigh new and newly-overhauled units for return to stock. Sort, box and weigh accessories for return to stock. Prioritize workload using First In, First out FIFO. Perform Oracle transactions accurately to ensure proper inventory count. Pick accessories as needed from stock for use in the rebox process. Perform cycle counts of inventory as required. Work closely with Engineers and Planners preparing shop orders and other special projects as assigned. Operate RF sealer and standard test equipment. Conduct functional, operational and environmental tests on products. Rework Taiwan product which includes testing and minor repair. Remanufacture product which includes inspecting, uploading software and testing. Work closely with area Clerk and/or Supervisor to maintain compliance with all related policies and procedure

### **Shift leader**

April 2015 to August 2015

Performed multiple administrative duties in order to achieve sales goals, manage shrink, and balance labor hours against profit margins. Overseeing daily operations, store managers supervise subordinate employees, manage inventory, and develop successful sales plans in order to continue store profitability through implementation of corporate goals, new product lines, and ensuring product mix and inventory levels stay maintained. Additional duties generally include hiring, training, and motivating employees through demonstrations of leadership and daily goals. A manager must also ensure store, employee, and customer safety at all times.

### **Customer service representative**

Convergys - Olathe, KS

December 2014 to April 2015

Handle questions via phone addressing billing, upgrades or troubleshooting issues for telecommunications, cable and technology clients.

Reporting/escalating issues through the appropriate channels.

Strive to meet highest level of customer satisfaction by resolving customers issue in professional & timely manner.

Multitasking through multiple computer software programs while interacting with customers.

Up-selling and Cross-selling for insurance based products.

Listen attentively to customer needs and concerns; demonstrate empathy; meeting Customer requirements on a first call resolution.

Once Customer issue is resolved, transition to sell products to improve customer retention and value. Additional responsibility as business needs dictate.

### **Package Handler**

United Parcel Service - Lenexa, KS

August 2014 to December 2014

Lenexa, Kansas, 66215

08/2014-12/2014

This is a physical, fast-paced position that involves continual lifting, lowering and sliding packages that typically weigh 25 - 35 lbs. and may weigh up to 70 lbs Package Handler, part-time, loading trucks, building safe secure walls, scanning each package, understanding the concept of a safe wall, and load 350 packages an hour.

## **Shift Manager**

McDonald's - Olathe, KS

May 2014 to August 2014

motivate my team, make sure everyone takes breaks, we have enough people for each shift, grill, cashier, server, clean kitchen, pickup outside. Typical responsibilities include overseeing all operations from greeting customers to the quality and speed of service in all of our restaurants. Additionally, shift managers are responsible for overseeing that adequate maintenance of equipment is carried out, keeping track of their outlet's inventory and monitoring the quality of products supplied.

On average, a McDonald's shift manager manages a team of 15 to 20 people per shift.

## **Shift Manager**

Little Caesar's Pizza - Florissant, MO

June 2012 to August 2014

63034

Olathe, Kansas 66062

## **Mover**

Fry Wagner moving and storage - Earth City, MO

January 2012 to May 2014

Moved furniture out of houses, storage, and warehouses traveled across the U.S moving furniture in houses.

### Business Skills

Business Math procedure

Telephone procedure

Microsoft Office- Word/ Excel

10- Key Calculator, 250 nkpm

Keyboarding, 100 nwpm

### Characteristics

Responsible

Self-motivated

Very Organized

Respectful

Dependable

Loyal

Reasonable

Quick learner

Hard working

## **Crew member, part-time, I transferred to the second location**

I made pizza dough - Marshall, MO

April 2014 to April 2014

for the entire day, cleaned kitchen, unload supplies off truck, stocked supplies, cashier, and helped my team members when I was available.

Missouri Valley College

Marshall, Missouri, 65340

### **Professional Aide**

Little Caesar's Pizza

August 2013 to December 2013

Work study), assisted with grading college student's papers, imported college student's grades and attendance in the computer, and filed physic lab attendance papers in a filing system.

### **Seasonal Team Member**

Toys R Us - Ferguson, MO

November 2011 to January 2012

stock, restock toys, assisted customers, helped customers with large items to their vehicles, and assembled bikes.

### **Shift Manager**

food and gas - Olathe, KS

2007 to 2011

66062

## Education

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### **master's in Business Management, I**

Missouri Valley College - Marshall, MO

August 2012

### **Diploma in General Studies**

Hazelwood Central High School - Florissant, MO

August 2008 to June 2012

## Skills

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Order Picker, Reach Truck, Walkie Rider

## Certifications/Licenses

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### **Driver's License**