

JEROME MCDONALD

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SUMMARY

Experienced in shipping and receiving with over five years of experience in warehouse. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

SKILLS

- Hand Scanners
- Sorting and labeling
- Professional relationships
- Microsoft Windows
- Effective communication
- Drive Sit down forklift
- Drive Order Picker
- Ride Electric Pallet Jack
- Power and hand tools
- Manufacturing experience
- Incidents management
- Performance reporting

EXPERIENCE

01/2012 to 01/2013

Assembly Line Production

Trane Inc. – Trenton , NJ

- Supported quality assurance by visually inspecting items and removing defect parts.
- Boxed, labeled and moved items to keep production lines moving swiftly.
- Collaborated in team-based environment to maintain line productivity and meet expected deadlines.
- Maintained work areas organized and neat, which enabled swift cleanup following each shift.
- Used established assembly instructions to complete jobs in efficient and accurate manner.
- Set up, adjusted and maintained machines to keep production operating at peak levels and consistently meet challenging daily demands.
- Read and interpreted work order specifications and information to plan, schedule and carry out jobs effectively.
- Trained, mentored and supported high-performing team, providing regular performance review, feedback and coaching in deficient areas.
- Assisted in refining procedures, defining best practices and correcting reported audit issues.
- Inspected incoming supplies to verify conformance with materials specifications and quality standards.
- Increased customer satisfaction by following up on any negative feedback and taking appropriate measure to resolve complaints.

12/2015 to 12/2018

Packer

Amazon – Robbinsville , NJ

- Inspected incoming materials and outgoing shipments to maintain effective

- quality assurance standards, protecting both customer and company interests.
- Assembled and prepared cartons, crates and containers to protect materials during shipment.
- Operated hand trucks, pallet jacks and forklifts to move materials.
- Used tools, sprayers and cleaning solutions to clean contaminants from work areas.
- Marked and labeled containers with accurate shipping information to prevent delays.

01/2018 to 11/2019

Shipping and Receiving Clerk

Garden State Tile Distributors – Dayton , NJ

- Coordinated efficient storage areas to optimize materials movements and minimize labor hours.
- Conducted [Timeframe] counts and [Timeframe] audits of inventories to identify and resolve discrepancies in records.
- Worked effectively with shippers to resolve issues with shipments, including damaged materials and shortages.
- Conducted research to address shipping errors and packaging mistakes.
- Packed, secured, labeled and applied postage to materials to prepare items for shipment.
- Moved shipment materials to and from designated areas using lift and hand trucks.
- Directed materials routing by preparing accurate shipping orders and bills of lading.
- Performed inspections of shipment contents, verifying accuracy against invoices and manifests.
- Organized storage areas to maximize efficiency of materials movements and minimize labor required.
- Unpacked and examined incoming shipments to confirm consistency with records and routed materials to appropriate department.
- Rectified problems such as damages and shortages by collaborating directly with vendor representatives.
- Prepared shipments for postage through careful packing, sealing and labeling of materials.
- Determined best shipping method for materials, considering shipping procedures, routes and rates.
- Rejected deliveries containing damaged items or shortages and corresponded with shipper to rectify issues.
- Prepared and processed shipping documents, including work and shipping orders, route materials and bills of lading.

EDUCATION AND TRAINING

High School Diploma

Cathedral Catholic High School – Liberia

BBA: Business Management

African Methodist Episcopal University – Liberia

