

# Jessica Showalter

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Authorized to work in the US for any employer

## Work Experience

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### **Inbound Stower**

Amazon - Aurora, CO

May 2019 to Present

- Responsible for storing merchandise in assorted size bins, to be pulled for fulfillment of orders.
- All items are inspected for damages, then scanned as they are stowed to ensure virtual and physical locations match accuracy of inventory to prevent false overages or true shortages.
- Operate a powered industrial truck (order picker) safely to perform job duties and functions.

### **Quality Controller Clerk**

Mile Hi Foods - Denver, CO

April 2018 to February 2019

- Checked accuracy of items pulled by the selectors against an order manifest and resolved errors
- Reported problems and any concerns that could not be directly addressed by myself and/or the selectors to management
- Provided high quality results in a timely manner
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors between fulfilled orders and what the stores reported as items received/missing
- Communicated with teammates and supervisors to provide smooth operations
- Scrutinized dock areas for cleanliness and obstacles and removed cartons and boxes to keep work areas free of clutter for ease of movement
- Arrived at work early to get all needed papers and documents printed, sorted and organized prior to selectors beginning their work day
- Used any downtime to either help the selectors pull orders, clean various parts of the warehouse, or help the receiving clerk with paperwork, inventory research or data entry
- Gained a complete working knowledge of the Realtix Power Warehouse computer system and have some familiarity with the Oracle system used for reporting incoming inventory
- Fostered a positive work environment by consistently treating all selectors with the same respect and consideration regardless of reaction to being corrected when audited
- Assumed general clerical tasks independently as well as under guidance
- Created and deployed best practices to improve efficiency and reduce defects

### **Cap one**

Walmart - Westminster

February 2018 to April 2018

- General stocking, zoning, and working of freight
- Provide outstanding customer service

## **Administrative Assistant**

SILPAC

November 2017 to February 2018

- Manage accounts payable and accounts receivable
- Follow up with customers regarding quotes and orders
- Coordinate schedule of incoming and outgoing materials
- Conduct inventory
- Accurately and promptly file any and all paperwork
- Invoice customers
- Create packing slips and generate online shipping labels through DHL, UPS, and FedEx.
- Create cash flow reports
- File year end sales tax
- Maintain and update quarterly reports regarding profit and expenses

## **Part Time Supervisor**

UPS - Denver, CO

December 2016 to November 2017

- Directly supervise 7-10 part time package handlers
- Train, develop, and hold work group responsible for safety, production, and attendance
- Contribute to the continued growth and profitability of UPS by maintaining the highest standards for account productivity, accuracy, customer service, organization, communication, cooperation, and safety
- Provide innovative and effective leadership
- Cultivate a functional working relationship with all levels of personnel throughout the organization
- Promoted to part time supervisor from seasonal part time package handler within 1 month of start date
- Continual lifting, lowering, and sliding packages between 25 to 70 lbs.

## **Solutions Specialist**

Verizon wireless - Westminster, CO

July 2014 to March 2017

- Analyze customers' needs and present total solutions
- Ensure customers leave store with the best solutions for their needs
- Provide the best set up and coaching experience possible
- Provide all customers with a basic understanding of the functionality of the products and accessories they purchased from Verizon
- Attend all training to keep retail store operations up to date and to keep up with company, market, and industry trends
- Ensure customer needs are met in a timely manner
- Quickly and completely resolve customer issues both face to face and over the phone
- Was promoted to Solutions Specialist from Experience Specialist in November
- As an Experience Specialist, assisted with all backroom duties including inventory and following up with customers via phone call and/or text to ensure their visit in store was excellent

## **Customer Service Representative**

firefly car rental - Denver, CO

November 2013 to July 2014

- Greet customers and determine their needs.

- Be well versed in fraud prevention (i.e. fake IDs, stolen credit cards, etc.).
- Recommend insurance policies for the vehicles and be able to answer any questions the customer has regarding coverage.
- Work with the managers to figure out pricing for upgrades to different sized vehicles.
- Ask the customer open ended questions to determine what kind of vehicle will be the best fit for them.
- Answer a multi-line phone while working at the counter.
- Be able to answer all questions, or direct the customer to a department that can answer with more detail.
- Help customers in a timely fashion while ensuring they understand the terms of service.
- When needed: wash, clean, and inspect vehicles before they are re-rented to a new customer.
- Be able to continue great customer service while completing contracts with little to no error even during peak times of operation.
- Have a working knowledge of how to operate a computer and how to do contracts by hand if the system is down.
- Check-in returning customers and ensure they are being billed for the correct amount.

### **electronics brand associate**

target - Westminster, CO

November 2012 to November 2013

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Maintain up to date knowledge of current sales, promotions, and policies as well as new and upcoming products.
- Place calls to other stores to locate desired items for customers.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Ticket, arrange, and display merchandise to promote sales.
- Oversee the entertainment department and ensure it is well stocked and the items are ticketed correctly.
- Originally hired for seasonal (electronics and sales) in November 2012, was then kept as electronics team member, then promoted to the entertainment brand position in March 2013.

## Education

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### **High school or equivalent**

## Certifications/Licenses

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### **Driver's License**