

JILLIAN L ASHCRAFT

6951 Lo

Direct (720)207-1311

### Summary

- Office assistant and customer service professional with more than 10 years' experience.

Strong attention to detail and demonstrated success in working with customer orders, numbers, research, shipping and receiving.

- Outstanding attendance record
- Honest and dependable, and is very involved with Warehouse Safety
- Strong customer service skills, experience in inventory control, and well familiarized with creating spreadsheets, working with WMS system and office spreadsheets.
- Advanced and crossed train in many different positions
- Works well independently, used to working long hours, dedicated to any position acquired and able to multi-task in a fast- paced environment.
- 20 years of forklift, pallet jack, and cherry picker.
- Many of inhouse promotions. - Two years of management exp for voice recognition, training, and deployment of electronic voice activated units. Is able to work Independently in a large warehouse with multiple customers, and is very familiar with the LEAN program as well as the 5s.

- Work experience

Lineage Logistics Henderson Co. From April 2015 to October 2019

-set up new product, create pick lines, and keep count and maintain and create reports for all product for multiple customers in a tier 9 Warehouse using WS computer system. -Keeping in close contact with the customer concerning, their product, and creating and providing monthly reports to Management, Warehouse Operations and Customer. -Cycle count Pick lines and Bulk Audit Counts in a Frozen Food Warehouse. -Provide assistance for Operations and CSR in regards to Inbound and Outbound loads, Allocated orders pending or in progress, or providing history of missing, damaged, or mis received product. -Work actively with CSR for each account in concern WMS issues, setting up new product in the system and creating pick zones for order picking, and put away preference for product to be stored until shipped.

Kenco, Aurora Colorado 2009

Through Pro-Logistic Temp Service

Pallet Builder, Truck Unloader

- received cases and arranged them on pallets up to seven feet tall - shrink-wrapped pallets
- sorted cases by store number - scanned received cases with RF scanner

Vertis, Manassas VA 2008 to 2009 Material Handler

Worked in the shipping department and the automatic pallet wrapper - loading and unloading trucks for newspaper ads

- worked on digital pallet wrapper and MOSCA
- data entry inbound receiving clerk skills also applied - Forklift operation

Toray PEF, Front Royal Va. 2006 to 2007

Process Tech

Operating on a machine required to bring radiation to foam. - Worked with Machinery required knowing metric measurement and to be able to change settings and switches in a timely manner in a fast-paced environment.

- Working with computer MES system and Microsoft Office programs. Also, a lot of paperwork involved and meeting quotas in 12- hour periods.
- Promoted to new position within four months of employment.

U.S. Foodservice, Manassas VA] 2002 to 2006

Operations/Administrative Worked in a very fast- paced environment with multiple tasks. Very many positions promoted to in my time there.

Worked with shipping, receiving, scheduling, answering average up to two hundred calls+ per day. Also worked with driver dispatch, drivers check INS, and using most Microsoft office programs. Worked with a lot of inventory adjustments and data entry. - Provided wide range of administrative and clerical duties to the operations (department) - Invited to participate on numerous process improvement committees

- Performed comprehensive interviewing, training and supervision of staff
- Maintained switchboard operations including professionally answering switchboard, taking messages, and routing calls to the appropriate team member
- Provided clerical support, assisting with faxing, filing, and copying projects
- Processed orders received via phone, e- mail, and regular mail - Maintained log of daily orders as well as weekly and monthly totals - Maintained and ordered inventory when needed
- Tracked daily orders and identified orders requiring special instruction or handling
- Made changes to existing customer accounts, enforced process flows for Revisions, Expedites, and Cancellation
- Reviewed all paperwork for new and existing orders to ensure accuracy and completeness
- Coordinated with all departments ensuring smooth operation - Coordinated workflow through various departments

- Accustomed to fast-paced, high-pressured positions, demonstrated ability to prioritize multiple tasks, meet deadlines, and provide quality service - Acquired excellent communication and interpersonal skills with the public and coworkers - Analyzed and organized office procedures, such as bookkeeping and clerical services
- Answered inbound calls, assisted customers with account information, placed orders, set up service appointments, and assisted customers with technical support - Assisted guests and other employees with resolving problems and answering questions
- Purchased and maintained office equipment
- Answered calls, entered data, faxed, typed, and made outbound follow-up calls
- Also have 8 years' experience as a forklift operator
- Can order select cases in any department preferably freezer - Much more to add. My final job title was Vox ware Administrator, which is a voice recognition system. I was in charge of the inventory, training, troubleshooting and care and control of the units.

Family Dollar Distribution Front Royal, Va.

1999 to 200 1

WMS Asst. Cord.

Job was a night shift position with inventory adjustments and cycle counting.

I was then given an addition

job of entering inbound products into our system and putting them into our warehouse inventory.

Education

Sherando High School, Stephens City,

VA 1995

H.S., Diploma

Lord Fairfax Community College Middletown VA.

DOS 6.0

## References

Lyndsey Meyers 540- 335- 8125

## Operations

Mario Correia 703- 631- 6300 ext.1898 Forklift maintenance Jim Vance 703- 631- 6300 ext.1571 Director of Operations.