

# Joey Morales

## **Customer Service Specialist**

Lakewood, CO 80226

[joeymorales7\\_fwe@indeedemail.com](mailto:joeymorales7_fwe@indeedemail.com)

+1 720 878 2480

Reliable self-starter with excellent customer service skills. Looking to secure a position that utilizes my 10+ years warehouse experience as well as my 10+ years experience working in customer service, food service and HVAC. I am professional, adaptable, and effective on my own or in a support position.

Authorized to work in the US for any employer

## Work Experience

---

### **Warehouse/Counter Sales**

Capital Paint & Supply, Inc. - Denver, CO

February 2023 to Present

Responsible for accurately pulling orders for customers and maintaining the warehouse. Receiving shipments via freight and UPS.

### **Customer Service Representative**

Blue Sky Plumbing, Heating & Air - Wheat Ridge, CO

September 2022 to December 2022

- Conducted customer service surveys
- Answer calls in a timely manner and assess customer's needs
- Book calls
- Work with dispatch to get customers appointments

### **Customer Service Specialist**

Lane Supply Company - Denver, CO

December 2021 to August 2022

Responsible for responding to emails inquiries and entering orders received via email. Answering phones and placing orders from call in customers. Assisting walk in customers with product inquiries and processing their orders.

### **Inside Sales**

Wylaco Supply Company - Denver, CO

April 2021 to December 2021

Responsibilities include but not limited to the following.

Answer inbound calls and research availability.

Procurement of items not in stock

Inventory checks

Answering emails

Order processing.

## **Inside Sales**

Rio Grande Co. - Denver, CO

March 2017 to April 2021

Assisting customers at sales counter with building materials needs, phone sales, order taking, and order entry. Sourcing special order product, coordinating deliveries and supporting outside sales personnel, stocking items in showroom, housekeeping etc.

## **Order Expeditor**

Denver Industrial Pumps, Inc. - Golden, CO

March 2016 to March 2017

Maintains open order reports.

Prepares and sorts order entry check list. Identifies and interprets data to be entered.

Contacts preparers of order entry check list to resolve questions, inconsistencies, or missing data and makes corrections in system.

Compares data entered with order entry check list, or reenters data in verification format on screen to detect errors.

Compiles, sorts, and verifies accuracy of data to be entered.

Transmits entered information into database.

Files or routes source documents after entry.

Responds to inquiries regarding entered data.

Order entry of Sales Orders and Purchase Orders.

Fax/Email Acknowledgements to customer timely & accurately.

Fax/Email purchase order to vendor and follow up on all Red/Blue orders once sent.

Monitor incoming purchase orders and acknowledgements, advises sales team of delivery date changes.

Monitor outgoing sales orders and notify customers and sales team of delays.

Follow up on customer request for tracking, expediting, etc...

Back up on phones.

## **Warehouse Manager**

Elwood Staffing - Denver, CO

March 2016 to March 2017

Responsible for preparing driver routes and insuring all orders are picked and pulled correctly. Interacting with walk in customers entering orders and maintaining the work flow. Additional duties include operating forklifts, cycle counting, shipping and receiving. Safely operate a lift truck.

Complete paperwork and reporting thoroughly and promptly

Perform housekeeping tasks to maintain a clean and safe work environment

Load and unload company merchandise

Assist manager in scheduling and routing customers' orders

Assist in maintaining and setup of preventive maintenance (PM) for all mechanical equipment

Provide outstanding customer service to business partners and end users

Assist in employee training and development

Detect and record slab defects and deviations from the standard (thickness, gloss, tone)

Evaluate slabs

## **Inside Sales Representative**

Joost Industrial Inc - Denver, CO

August 2015 to March 2016

Responsibilities

Duties: Responsible for taking customer phone orders for vacuum and blower parts. Using MAS90, input sales orders, print picking sheets, creating purchase orders and inventory control.

### **Inside Sales Representative/ office support**

Englewood WinSupply - Denver, CO  
April 2015 to August 2015

#### Responsibilities

Taking incoming calls, order entry, customer follow up, and driving.

#### Skills Used

Typing, Microsoft

### **Various Temporary Assignments**

Kelly Services - Denver, CO  
August 2014 to January 2015

#### Responsibilities

CSR, installations, deliveries

### **Domestic Customer Service Rep**

Mile High Equipment - Commerce City, CO  
January 2014 to August 2014

Duties: Account management for domestic clients in need of commercial ice machines. Data entry of new orders, dispatching, service coordinator and customer relations. Also assisted with answering main phone lines, mail distribution, general office responsibilities.

### **Technician Liason**

Hawkins Commercial Appliance - Englewood, CO  
September 2012 to December 2013

Duties: Provide quick and efficient assistance to field technicians in the refrigeration department. Including writing requisitions, pulling parts, keeping detailed records of inventory, placing orders for commercial refrigeration products including Scotsman, Ice-O-Matic, Delfield, etc. Assisting with any warehouse and office duties as needed, including inventory.

### **Customer Service Rep**

Mountain Sales & Service - Commerce City, CO  
February 2006 to September 2012

Duties: Responsible for taking customer phone orders for refrigeration parts. Using MAS90, input sales orders, print picking sheets, packing, shipping, receiving, invoicing, creating purchase orders and inventory control.

## Education

---

### **Computer Technician**

Red Rocks Community College  
August 2011 to November 2011

### **General Education**

Chaffey College  
2004 to 2005

### **Diploma**

Chaffey High School  
1989 to 1993

## Skills

---

- Shipping Receiving
- Shipping
- Logistics
- Inside Sales
- Order Entry
- Order Picking
- Linux
- Computer Networking
- Typing
- Outside Sales
- Refrigeration
- Sales Support
- Sourcing
- Sales
- Customer service
- QuickBooks
- Purchasing
- Customer support
- Social media management
- ERP systems
- Pricing
- Quality assurance
- Construction
- Computer literacy
- Communication skills
- Profit & loss

- CRM Software
- Account Management
- Research
- Supply Chain
- Microsoft Excel
- Microsoft Word
- Microsoft Access
- Windows
- Leadership
- Order fulfillment

## Certifications and Licenses

---

### **Driver's License**

### **Forklift Certification**

## Additional Information

---

### Qualifications

- Microsoft Suite proficient.
- 14 plus years of customer service.
- 6+ years experience in the ice machine, commercial ice, refrigeration field.
- Proven customer service skills and problem solving with positive results
- 10+ years warehouse experience
- Typing 45 wpm
- Computer literate - Microsoft Office, MAS90, Net term QAD, LINUX, internet, e-mail, networking,

### Starship

- Route sales
- Distribution, Parts orders, shipping, receiving, order pulling, loading/unloading