



JOHN BENNETT

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Summary

Productive Warehouse Associate prepared to take next step with new team, Detail-oriented with extraordinary problem-solving abilities. Skilled in receiving freight, shipping and maintaining and tracking inventory. Known for performing tasks and job duties quickly and with minimal supervision. Safety-oriented individual working to become a valued, dependable member of the team.

Skills

- Customer Service
- Inventory
- Materials handling and transport
- Shipping and receiving
- Inventory organization
- Employee management
- Order processing
- Stockroom organization
- Project organization
- Quality control

Experience

Quality Administrator

06/2014 - Current

UNICOM ENGINEERING INC | CANTON, Massachusetts

- Oversee the proper receipt of discrepant materials into the MRB Area from Production and the RMA Departments
- Create non conformance reports for all materials received to include the identification of the original supplier, the date of the original receipt, and the reason for the material's discrepancy or failure
- Determine whether discrepant materials are still covered by a manufacturer's warranty
- Correspond with suppliers to obtain return authorizations for discrepant materials
- Maintain all record keeping concerning communications and correspondence with suppliers on the disposition of discrepant materials in MRB
- Ability to work independently in a fast past environment
- Familiarity with Great Plains, Excel, Agile and SharePoint
- Works closely with Buyers, Finance department, IT and Shipping and various level of upper Management to maintain acceptable returns rates, credits for product and all available means to reconcile outstanding issues

RMA Coordinator

07/2013 - 06/2014

Network Engines Inc | Canton, Ma.

- Receive all RMA materials and incoming merchandise and route to appropriate departments
- Ensure all record entries are input into the business system within the same business day
- Assist in physical inventory and cycle counts
- Maintain dock area organization, cleanliness and remove pallets on a daily basis
- Help manage order fulfillment inquiries, parts requests and return authorizations
- Serve as backup to the Stock Room Supervisor including but not limited to; attending daily Materials Planning Meeting, scheduling and weekly reporting
- Assist in putting stock into the proper locations while adhering to all local state and federal OSHA laws

Stock Clerk

12/2011 - 07/2013

Network Engines Inc | Canton, Ma.

- Monitoring the receipt of manufacturing work orders and pull materials to meet kit requirements

- Monitors and control inventory in stockroom via correct transactions
- Performs daily cycle and physical inventory counts as required
- Kit's material for parts order and packages for shipments as specified
- Assist in the off-loading of deliveries and /or the preparation and loading of shipments as needed
- Organized storage of articles in bins, floor, shelves and assigned areas according to product categories
- Operated power jack to elevate or place merchandise in appropriate areas Monitored work areas for cleanliness and obstacles,
- Moving cartons and boxes to keep all aisles free of clutter for ease of movement

Shipping Manager

06/2006 - 04/2009

Hearts On Fire Company LLC | Boston, MA

- Manages a staff of 4+, evaluating performances, setting daily goal
- Shipping and tracking high valued jewelry and components domestic and foreign shipments in line with the regulations established by shipping companies and international customs
- Ordering and maintaining adequate operational supplies
- Filing claims, maintaining shipping records, resolving customs issues
- Trained and supervised shipping department staff, enforcing company policies and industry best practices
- Organized storage areas to maximize efficiency of materials movements and minimize labor required
- Optimized shipping and receiving strategies with cost-effective methods, carriers and routes
- Unpacked and examined incoming shipments to confirm consistency with records and routed materials to appropriate department

Shipping/Receiving Coordinator

10/2002 - 06/2006

Tiffany & Co | New York, NY

- Ordering and maintaining supplies for the branch
- Preparing high value shipments to customers and between branches following company guidelines
- Determined best shipping method for materials, considering shipping procedures, routes and rates
- Provided support to various departments within the branch
- Collaborated with carrier representatives to determine receipt methods and make special delivery arrangements
- Performed inspections of shipment contents, verifying accuracy against invoices and manifests
- Unpacked and examined incoming shipments to confirm consistency with records and routed materials to appropriate department
- Rejected deliveries containing damaged items or shortages and corresponded with shipper to rectify issues

Route Sales Associate

08/1999 - 03/2002

Odwalla Inc. | Woburn, MA

- Route sales delivery
- Managed over 30 various accounts retail and commercial
- Forecasting orders, negotiating for product placement
- Maintaining coolers and displays shelves, rotating product to maximize sales potential
Prospecting new accounts, maintaining company equipment
- Drove up to 200 miles daily using refrigerated vehicle to deliver product
- Increased sales 15% by determining customer needs and offering specific desirable items
- Consulted with customers to gain feedback and address concerns with products or services
- Ensured all product displays met company specifications regarding placement, date codes and pricing

Account Specialist I

04/1999 - 08/1999

State Street Financial / E-Trade Division | Boston, MA

- Responsibilities included data entry of customer's financial information to establish an investment account using Screen Paint and Single Point of Entry
- Obtaining missing information from domestic and international customers by way of phone and email
- Upheld compliance, quality and service standards

Output Supervisor

06/1989 - 02/1994

Bank Of Boston | Burlington, MA

- Verified and mailed customers daily statement of deliveries
- Guided the workflow for the department Provided training on proper procedures to all employees
- Effectively communicated with Customer Service Representatives and all other levels of Management
- Prepared and process Accounts Receivable ticket to cover customers transactions
- Break down and sort incoming print out of departments various reports from offsite location and distribute accordingly, or if needed pickup and transport back to main office

Education and Training

Diploma: Business Curriculum
Boston High School | Boston, MA

Interests

PERSONAL INFORMATION , INTERESTS , Mechanics, Musical production, Film editing, photography

Additional Information

- ADDITIONAL INFORMATION HONORS & AWARDS , , Recipient of the Winner Circles Award in 2004 from Tiffany and Company which recognizes employees who demonstrate excellence in performance, contributions and team work