

Jose Ortiz

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Profile:

- Bilingual
- Proficient in Microsoft Word, Microsoft Visio, Excel, and PowerPoint
- Capable of learning new concepts quickly and accurately
- Able to work both independently and within a team, highly motivated
- Work well under pressure and communicate ideas clearly and effectively
- Exceptional leadership skills and ability to manage staff, strong work ethic, organizational and oral/written communication skills; thrive in both independent and collaborative work environments
- Comprehensive knowledge of all warehouse operations
- Certified forklift operator
- Strong decision making and problem solving skills

BBA - Reman

2013 - Current - **General Manager / Shipping & Receiving Clerk**

General Manager Responsibilities

- Strategically managed warehouse and daily operations in compliance with the company's policies and vision
- Oversee technicians shop, shipping & receiving, customer service department, warehouse, distribution and maintenance operations
- Proven ability to implement process improvement initiatives
- Key holder in charge of opening and closing the facility daily, schedule flights for company employees & corporate associates visiting our facility
- Key holder for cashier and company credit card
- Daily deposits cash & checks with our financial branch
- Accounting, prepared and maintained company's annual budget, bills, refunds, returns and financial responsibilities

- Manage stock control and reconcile with data storage system
- Produce reports and statistics regularly
- Conduct interviews, recruit, select, coach and motivate current employees and new hires
- Initiate, coordinated and enforced optimal operational policies and procedures including disciplinary actions
- Maintain standards of health and safety, hygiene and facility security
- Liaise with clients, followed up with customers complaints and claims, suppliers and transport companies

Shipping & Receiving Clerk Responsibilities

Responsible for receiving, unpacking, verifying all incoming parts and receipts against packing slips and entering jobs into the system

- Assure the accuracy of shipments of routine and non-routine orders
- Perform warehouse functions, filling orders and requisitions
- Perform all shipping functions, pick, pack, data entry to generate carrier label UPS & FedEx
- Provide support to Customer Service Department - Handle all Spanish incoming calls
- Perform special projects upon request, cycle counts and yearly inventory
- Maintain and clean shipping and receiving area

Dean Warehouse Services Inc

2010 - 2013 – **Logistics Coordinator**

- Responsible for entering customer orders and handled customer inquiries
- Data entry
- Perform daily follow up's with customers and customer service department on shipping errors and updates
- Shipping and receiving
- Implemented continuous process for improvements

- Responsible for ensuring on-time delivery of shipments and fulfillment logistics and routing
- Maintained accuracy of all finished goods inventory, and ensuring processes surrounding physical inventory including daily cycle counts
- Dispatched logistics coordinator and appointment scheduler for all inbounds and outbounds to and from the facility
- Coordinate daily with shipping department staff, manufacturing manager and production supervisors to ensure that duties and responsibilities are clearly defined daily

Work Experience:

2008-2009 – **Assistant Manager**

Rent A Center

- Responsible for shipping, receiving and stockroom areas assisted in maintaining a quality showroom daily
- Customer service support
- Created managed and executed plans to increase sales and profits and handled daily bank deposits
- Provided leadership and guidance to employees and new hire training
- Secured on time payments and collections on delinquent accounts
- Truck Driver/Deliveries
- Responsible for sales orders and warranties
- Followed up with customer orders and accounts
- Inventory management and security of all store assets

2002-2007 **Shipping Supervisor**

Goldline Controls, a Hayward Company

- Supervised shipping, receiving and personnel
- Analyzed and allocate resources to handle day to day activities
- Develop plan for distributing break loads to achieve cut time goals
- Establish and maintain effective process flows procedures and ensure consistent execution by all members of the team

- Provided education, training and monitor the employees' performance. evaluated and reviewed employees and provided feedback to management
- Receive, count, record, route, stock, pick, and issue inventory
- Plan daily manpower needs to ensure customers' freight is delivered and picked-up timely and damage free
- Implemented continuous process improvement
- Responsible for ensuring on-time delivery of shipments and fulfillment logistics
- Maintained accuracy of finished goods inventory, while ensuring processes surrounding physical inventory including daily cycle counts, implementing FIFO, inventory management and back flush
- Completed follow up's with company customers and customer service on shipping errors
- Coordinated daily with shipping department staff, manufacturing manager and production supervisors to ensure that duties and responsibilities were clearly defined
- In conjunction with the Purchasing and Inventory Control Manager, ensured processes surrounding physical inventory, cycle counts, lean manufacturing, 5S audits, inventory management, product quality and performance measures such as inventory turns and stock outs remained accurate
- In conjunction with the production staff, developed and implemented the use of capacity plans, manpower requirements and associated inventory strategies to meet customers delivery requirements and business goals

1997-2001 **Shipping Receiving/Sales**

New Generation Manufacturing

- Supervised Shipping and Receiving areas and Stockroom areas.
- Responsible for loading and unloading of merchandise
- Truck Driver/Forklift Operator
- Handled customer transactions in drive-up and lobby facilities
- Responsible for sales orders and warranties
- Customer service representative

Education:

Criminal Justice Studies

Associate Degree, Roger Williams University, Providence RI

Legal and Criminal Investigation

2 years at Turabo University, Caguas PR

References

Tom Deina/Customer Service Lead

(508) 566-4276

Lisa Analetto/ Accountant

(401) 309-4568

William McConnell/ Administrator

(508) 617-7573

Lucy Baez / Administrator

(407) 451-4900