

Karen Holbrook

Receptionist, Invoices/Package Invoices, Data Entry, Credit Card Transactions

Fletcher, NC 28732

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Use my problem solving, clerical, and audit skills.

Authorized to work in the US for any employer

Work Experience

Delivery Driver/Warehouse

Post Office USPS - Fletcher, NC

April 2015 to Present

I sort mail , deliver our packages Amazon UPS FedEx I am a problem solver customer service skills are excellent

Receptionist, Invoices/Package Invoices, Data Entry, Credit Card Transactions

ManPower

April 2013 to August 2021

Tutco Farnam Custom Products - April 2013- January 2014.

- Receptionist, Invoices/Package Invoices, Data Entry, Credit Card Transactions, read engineer blue prints and Employ Data Reports.
- Scheduled pickups with UPS, Fed Ex, LTL Carriers.

Administrator

AmeriLife Health Services - Telemarketing - Arden, NC

April 2011 to December 2012

Made cold-canvassing calls to potential buyers for supplemental health insurance.

UPS shipper of packages

United Parcel Service - Asheville, NC

September 1986 to May 2010

While at UPS I progressed to a variety of positions which allowed me to improve my skills and demonstrate my ability to use my strong customer service skills and ability to follow-up on all aspects of the business.

Administrative Assistant

- Reduced and was recognized for reducing the number of disputed claims by 50% due to my ability to inspect and verify contents.
- Coordinated the deployment of over 500 "drop boxes" by using customer service skills to encourage business owners on the benefits of having the "boxes" available for their employees and clients.
- Supervised 104 drivers and charged with responsibility for tracking and ensuring delivery of high-end (value of \$5000 or more) packages.

Fuel and Oil Administrator

- Maintained all records to support a fleet of over 100 trucks.
- Responsible for tracking fuel usage for all vehicles and ensuring that billing and records balanced to actual amounts used.

Education

College in Mechanical Engineering

Madison High School - Asheville, NC

Skills

- Inventory Management (10+ years)
- Time management
- Driving (7 years)
- Delivery driver experience (8 years)
- Commercial driving (7 years)
- Windows
- Customer support (10+ years)
- Door-to-door
- Packaging
- Inventory control
- Materials handling
- Shipping & receiving
- Warehouse management system
- Warehouse experience
- English
- Microsoft Excel
- Customer service
- 10 key calculator
- FDA regulations
- Computer literacy
- Administrative experience
- Leadership
- Organizational skills
- Computer skills

Certifications and Licenses

USPS postal

April 2016 to August 2022

Call work for the Post office sorting mail delivering mail and delivering packages in a timely manner

Driver's License

Assessments

Data entry: Attention to detail — Completed

August 2021

Maintaining data integrity by detecting errors

Full results: [Completed](#)

Customer focus & orientation — Familiar

August 2021

Responding to customer situations with sensitivity

Full results: [Familiar](#)

Warehouse associate — Completed

August 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Completed](#)

Workplace safety — Familiar

August 2021

Using safe practices at work

Full results: [Familiar](#)

Supervisory skills: Motivating & assessing employees — Completed

August 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Completed](#)

Basic attention to detail — Completed

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Delivery driver — Completed

August 2021

Interpreting instructions or signs and solving problems

Full results: [Completed](#)

Work motivation — Familiar

August 2021

Level of motivation and discipline applied toward work

Full results: [Familiar](#)

Administrative assistant/receptionist — Completed

August 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

Basic mechanical knowledge — Completed

August 2021

Understanding and applying mechanical concepts and processes

Full results: [Completed](#)

Verbal communication — Completed

August 2021

Speaking clearly, correctly, and concisely

Full results: [Completed](#)

Protecting patient privacy — Completed

August 2021

Understanding privacy rules and regulations associated with patient records

Full results: [Completed](#)

Work style: Reliability — Proficient

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Warehouse shift leader — Completed

August 2021

Supervising warehouse staff and maintaining safety and security standards

Full results: [Completed](#)

Basic attention to detail — Completed

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Customer focus & orientation — Familiar

August 2021

Responding to customer situations with sensitivity

Full results: [Familiar](#)

Analyzing data — Familiar

August 2021

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Familiar](#)

Administrative assistant/receptionist — Completed

August 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

Warehouse associate — Completed

August 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Completed](#)

Customer service fit — Proficient

August 2021

Measures the traits that are important for success for customer service roles

Full results: [Proficient](#)

Advanced attention to detail — Completed

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Scheduling — Completed

August 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Completed](#)

Delivery driver — Completed

August 2021

Interpreting instructions or signs and solving problems

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.