

# Kendyl Whalen

## **Production Associate**

Longmont, CO 80504

[kendylwhalen5\\_cza@indeedemail.com](mailto:kendylwhalen5_cza@indeedemail.com)

3039440252

Outstanding production assembly professional with abilities in creating, coordinating, and improving procedures. Skilled in inventory, quality control, and training others. Two and a half years with an ISO cleanroom. Personally invested in acquiring position in assembly team leadership with a company who I can continue to learn and challenge myself at.

## Work Experience

---

### **Production Associate**

Colorado Therapeutics - Lousville, CO

January 2017 to August 2019

- Two and a half years working in a fast paced clean room making and packaging medical devices.
- Conducted quality assessment of materials and machines to report back to supervisors about supplier efficiency.
- Created and conducted a monthly inventory procedure for the medical devices and all materials that go into making and packaging them.
- Responsible for Quality control which includes, inspecting and checking materials in, inspecting and data collecting measurements of the medical devices to ensure they were up to protocol.
- Responsible for writing Non Conformance Reports as well.
- Keeping a clean organized workspace while working on multiple procedures in the clean room at the same time.
- Experience in Research and Development testing on tissue along with the engineering department, and data collecting on the testing.
- Responsible in contributing to the development of new protocols, and executing them.
- Have experience working under a microscope for multiple hours at a time.
- Reviewing and correcting medical documents.
- Responsible for reviewing employee training records to ensure individuals were trained prior to performing a task.

### **Customer Service Representative**

Otter Box - Frederick, CO

October 2016 to January 2017

- Answered customer queries related to products, services or their specific accounts.
- Responsible for overseeing/auditing call center representatives to ensure quality service was being provided.
- Executed secure financial transactions over the phone.
- Provided technical support for customers who needed assistance with services or products purchased.
- Empowered to resolve customer concerns and find alternate solutions to ensure customer satisfaction.

## **Supervisor**

Tokyo Joe's - Longmont - Longmont, CO

March 2014 to October 2015

- Accurately completed cash register transactions.
- Ensured all employees were trained and ready for adequate performances.
- Served multiple customers simultaneously in a fast paced environment.
- Gave one on one reviews of employees.
- In charge of making deposits at the bank for company.
- Cross trained in the front of the house, back of the house, and as a sushi chef, was good at helping wherever I was needed in a fast paced environment.

## Education

---

Skyline High School Longmont - Longmont, CO

December 2014

## Skills

---

Quality control, Data entry, Training, Inventory, Detail oriented, Documentation, Problem solving

## Additional Information

---

### SKILLS

- Problem solving skills • Quality Control • Critical thinking skills
- Training new employees • Data entry • Fast hands on learner
- Detail oriented • Documentation and reporting • Inventory management