

# Ketia Heard

Covington, GA 30016

[ketiaheard5\\_oqd@indeedemail.com](mailto:ketiaheard5_oqd@indeedemail.com)

+1 678 571 1842

1. Skilled professional individual seeking a, Quality Control position in the Shipping and Receiving field.

I am knowledgeable in the business of shipping and receiving, with computer application training and basic hands-on data entry, bill of lading, and transferring phone calls skills. The ability to contribute to the smooth day to day functioning of any modern warehouse facility.

Authorized to work in the US for any employer

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## Work Experience

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### **Shipping and Receiving Coordinator**

Graphic Packaging International - Stone Mountain, GA

June 2012 to September 2023

#### Responsibilities

I loaded and unloaded trailers I scanned material in and out of inventory when needed I restocked when needed I confirmed shipment. I scheduled shipments to be picked and rescheduled for out going shipments I made sure to contact carriers for ETAS for pickups. I did cycle counts for inventory and shipments and restocked for the next day shipments.

- Schedule and coordinate deliveries with drivers and sales representatives.
- Work with the product team to maintain accurate inventory.
- Maintain a high level of efficiency in the movement of trucks.
- Resolve problems that arise and handle complaints that come in.
- Respond to other departments inquiries.
- Control the warehouse activities including will calls, container unloading activities and transfers.
- Enforce MSI's safety policies in warehouse.
- Perform additional duties as required and or requested.

## Education

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### **Diploma**

Eastside High School - Covington, GA, US

1998 to 2007

## Skills

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- Quality Assurance
- Warehouse Experience
- Order Puller
- Materials Handling
- Billing (7 years)

- Load & Unload
- 5S
- H.B.Fuller 06/2017-11/2020 Material Handler I loaded lines for operators loaded trailers and unloaded as well I also worked the SAP system for inbound and outbound for truckers when they arrived printed bill of lading also called to make sure merchant received all items that were on the invoice and to let them know if we will be back ordering any of their orders. I shipped out products in a timely manner everything was shipped by due date. I also made sure my lift was safety before shift and after shift. I did Bill of Lading for the drivers as came and went and put seals on trailers. H.B. Fuller 01/2010-05/2012 Inventory clerk My job duties were to inspect the packages, repack them and put new labels on then stack them on a pallet. Make bill of Lading and make sure customers had correct products. (10+ years)
- Computer skills
- User Interface (UI)
- Inventory Control
- Warehouse Associate
- Microsoft SQL Server
- Word Processing
- Oracle
- Shipping Receiving
- Ups Billing and Document (4 years)
- Customer service
- Mechanical knowledge
- Manufacturing
- Unloading
- Stockroom
- Administrative experience
- JavaScript
- Loading
- Computer Networking
- Shipping
- Forklift
- Agile

## Certifications and Licenses

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### **Forklift Certification**