

LaTanya Johnson

Carlsbad, CA 92008

latanyajohnson458_t3c@indeedemail.com

+16234510671

· Professionally experienced and ambitious Customer Service candidate with previous mortgage, financial and Warehouse experience with firms such as

Broadridge Financial, J.P Morgan Chase, Deval Mortgage and others.

· Pulled loan documents from loan files and created manifest for all loan documents using Excel spreadsheet.

· Took inbound calls from customers regarding mortgage payments and accounts.

· Granted mortgage payment extensions and assisted customers with payment concerns.

· Performed quality control and indexed mortgage documents.

· Used a computer to input customer information, while using multiple screens.

· Extensive use of 10-key Alpha Numeric Data Entry, proficient in using the Microsoft Office suite.

· Experience in a warehouse, manufacturing and shipping/receiving environment.

· Actively interviewing, available to interview with 24-hr notice.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Inbound Universal Shipping and Receiving Clerk

Amazon Fulfillment Center-Goodyear, AZ

August 2015 to Present

- Order pulling.
- Receive products using RF Scanners and relocate products.
- Lift up to 60 pounds while adhering to strict, quality, and production standards.

Inbound/Outbound Customer Service Representative

One Stop Luxury Decor-Tempe, AZ

May 2007 to Present

- Answer and manage incoming and outgoing calls, e-mail and fax, while recording accurate messages.
- Address 75 plus website inquiries per day, converting 90% into repeat customers.
- Assist with packaging together inventories ready for shipment.
- Develop highly empathetic client relationships and earned reputation for exceeding sales goals.

Machine Operator

Broadridge Financial Warehouse-Coppell, TX

October 2014 to May 2015

- Used a computer to input customer information, while using multiple screens.
- Stack and tray mail, assist sorters, move pallets, stack and perform QC checks.
- Operate inserting machine.
- Sort mail by tags, Change tags, pull samples.

Document Prep Specialist

Deval Mortgage Services-Irving, TX

July 2014 to September 2014

- Pulled loan documents from loan files and removed staples, paper clips and mended torn or folded corners. Lifted boxes with collateral documents
- Extensive use of 10 key Alpha Numeric Data Entry.
- Performed quality control checks by visually and manually inspecting documents.

Material Handler

Colgate Palmolive Warehouse-Dallas, TX

May 2013 to June 2014

- Responsible for working on the assembly line in a fast paced production environment.
- Picked/packed packages and built corrugated boxes.
- Detailed machinery for future use and stacked pallets for shipments.
- Performed quality checks by visually and manually inspecting products.
- Ability to sit and/or stand for more than 12 hours depending on work schedule.

Clerical File Clerk

J. P. Morgan Chase-Fort Worth, TX

March 2013 to May 2013

- Retrieved and sorted incoming mail by P.O. Box number.
- Processed batch payment documents according to procedure.
- Processed documents as per customer requirements.
- Sorted and distributed quality work in a fast paced production environment.
- Ability to toggle between multiple screens.

Document Prep Specialist

Iron Mountain Warehouse-Dallas, TX

June 2012 to December 2012

- Prepped documents for scanning, by removing paper clips, fasteners and staples.
- Complied with HIPPA regulations, by following all pre-established guidelines.
- Disseminate system performance data and Implemented and administered enterprise-wide document management procedures.
- Sorted and distributed quality work in a fast pace production environment.

Material Processor

Newbreed Logistics-Fort Worth, TX

January 2010 to November 2010

- Placed cell phone handsets and all required parts into packaging to prepare for shipment.
- Used a computer to enter customer and product information.
- Unpacked cellphones and batteries and sort into bins.
- Charged, test, packed, labeled cell phone and batteries.
- Performed quality checks by visually and manually inspecting product.

Education

GED in Education

University of the State of New York - Albany, NY

June 1994 to August 1994

Skills

- Document Management
- RF Scanner
- Materials Handling
- Pallet Jack
- Order Picking
- Logistics
- 10 Key Data Entry
- Freight Experience
- Shipping & Receiving
- Order Picker
- Microsoft Word
- SAP
- Packaging
- Warehouse Experience
- Load & Unload
- Forklift
- Machining
- Quality Control
- Typing
- Administrative Experience
- Merchandising
- Office Management
- Quality Assurance

- Computer Skills
- Curriculum Development
- English
- Computer Operation
- Microsoft Powerpoint
- Manufacturing
- Inventory Control
- Employee Orientation
- Human Resources
- Industrial equipment
- Supervising experience
- Microsoft Office
- Tooling
- Calipers
- Micrometer
- Computer literacy
- Writing skills
- Organizational skills
- Polish
- Communication skills
- Heavy lifting
- Assembly
- Schematics
- Customer service
- Leadership
- Warehouse management
- Non-destructive testing
- Shift management
- Warehouse management system
- Paratransit
- Conflict management
- Continuous improvement
- Training & development
- Freight
- Order fulfillment
- Sales management
- Google Docs
- Data collection
- Sales
- Analysis skills

- Driving
- Project management
- Customer relationship management
- Computer hardware
- Cash register
- Hospitality
- Negotiation
- Interviewing
- Pricing
- Restaurant experience
- Cash handling
- POS
- Hotel experience
- Purchasing
- Retail sales
- Sage
- Operating systems
- Project coordination
- Clerical experience
- Hospital experience
- Microsoft Publisher
- Telecommunication
- Research
- Google Suite
- Order entry
- Account management
- Door-to-door
- Oracle
- Live chat
- Computer networking
- Relationship management
- Product demos
- Telemarketing
- Adobe Acrobat
- Debits & credits
- Childcare
- HIPAA
- B2B sales
- Teaching
- E-commerce

- Medical terminology
- Outside sales
- Documentation review
- CRM software
- Outbound sales
- Proofreading
- Banking
- PTSD Care
- Special education
- Salesforce
- Anatomy knowledge
- Google Analytics
- Windows
- Distributed control systems

Certifications and Licenses

IPC-610 Certification

Assessments

Warehouse safety — Proficient

March 2023

Using safe practices in a warehouse setting

Full results: [Proficient](#)

Business math — Proficient

July 2024

Using basic math to solve problems in a business context

Full results: [Proficient](#)

Work style: Reliability — Proficient

July 2023

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

Full results: [Proficient](#)

Manufacturing skills — Proficient

July 2024

Monitoring systems, reading schematics, and using tools that are commonly found in a manufacturing setting

Full results: [Proficient](#)

Mechanical knowledge — Proficient

July 2024

Understanding and applying mechanical concepts and processes
Full results: [Proficient](#)

Attention to detail — Proficient

July 2023

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

Full results: [Proficient](#)

Work style: Reliability — Proficient

April 2024

Tendency to be reliable, dependable, and accountable at work

Full results: [Proficient](#)

Warehouse shift leader — Proficient

July 2023

Supervising warehouse staff and maintaining safety and security standards

Full results: [Proficient](#)

Sales skills — Proficient

January 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

Customer service — Proficient

July 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

Retail customer service — Proficient

September 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Customer focus & orientation — Proficient

July 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Forklift safety — Proficient

July 2024

Best practices and safety hazards in forklift operation

Full results: [Proficient](#)

Work motivation — Proficient

September 2023

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

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