

# Lakelyne Brown

Littleton, CO 80123

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334 -504 -9335

Upbeat, customer-focused Sales Associate with years of experience in retail environments. Skilled at connecting with people and promoting products. Open and positive communicator with calm and level-headed approach to managing routine needs and meeting special challenges. Experienced in maintaining stock, setting up promotions and merchandising items. Able to deliver memorable guest experience through welcoming interactions and extensive product knowledge. Reliable Machine Operator skilled at reading and following machine schematics and standard operating procedures. Meticulous and systematic with excellent critical thinking and problem-solving abilities.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Machine Operator/Assembler**

3D Systems - Littleton, CO

February 2020 to Present

- Trained in GMPs
- Adherence to 6S and PPE
- Keen attention to detail
- Accurately documenting all tasks performed and Tracking of jobs tasks through computer transactions and paperwork.
- Performed quality audits and inspections of parts, incoming parts, finished goods, manufacturing output and in-process manufacturing activities.
- support removal
- Post-Processing of 3D printed Titanium and Stainless Steel medical implants, along with other healthcare tools/parts.
- Operated production line tools such as an air hammer, Drill, chisel, Dremel, files, picks and other manual finishing tools to create quality parts.
- Operated Sanders Belt/Wheel to shape parts to meet quality dimensional specifications.
- Operated machines such as ultra-sonic cleaning tanks, mills and presses.
- Operated Blast Cabinets (both auto and manual), containing media such as Glass Bead, Alumina and Soda which allow our product to stand out and meet customer quality requirements

### **N-Line Operator**

Huhtamaki, Inc. - Andalusia, AL

May 2018 to January 2020

- Experienced in verifying production logs or products in production
- Responsible for set-up operations
- Machine Operator
- Inspected products for irregularities, imperfections or quality concerns
- Verified inspection of parts

- Used precision measuring tools, cutters and shears
- Fed cutter parts during machining process
- Maintained inventory
- Experienced reading and understanding complex drawings
- Assembled and organized labels
- Operated forklift, pallet jacks, and baler
- Trained in GMPs
- Followed all PPE policies and procedures
- assisted with make-readers/Job setups
- Operated and fixed the folder / gluer machine that folds and glues various types of folding cartons

### **Cashier/Management**

PIC N SAV - Andalusia, AL

April 2017 to March 2018

- Opened and closed store
- Assisted customers as needed
- Helped customers find what they are looking for
- Operated cash register[s]
- Counted out cash drawers
- Handled refunds
- Stocked merchandise
- Resolved customer complaints
- Assisted customers with returns and exchanges

### **Cashier/Sales Associate/Customer Service**

Hibbett Sports - Andalusia, AL

August 2015 to March 2017

- Supervised floor sales
- Supervised cashiers and register transactions
- Sold shoes, clothes, athletic apparel , athletic equipment, and toys
- Answered product and service related questions
- Managed customer escalations
- Provided outstanding customer service
- Stocked Merchandise
- Identified sales opportunities and acted on leads
- Assisted customers as needed
- Greeted every customer
- Opened and closed store
- Helped customers find what they are looking for
- Operated cash register[s]
- Counted out cash drawers
- Handled refunds
- Resolved customer complaints

### **Customer Service Representative**

Sitel - Andalusia, AL

January 2013 to August 2015

- Customer support

- Managed customer accounts
  - Greeted customers
  - Resolved customer issues
  - Booked appointments for clients
  - Worked in the inbound call center
  - Responded to inquiries and issues
  - Handled customer complaints
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- Provided excellent technical support
  - Wrote call center scripts
  - Explained products and benefits
  - Maintained up-to-date knowledge of customer accounts
  - Created customer appointments

## Education

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### **High school or equivalent in basic**

Andalusia High School - Andalusia, AL

August 2005 to May 2009

## Skills

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- Computer skills, Microsoft office, Shelf Stocking, Display design, Accurate money handling, Analytical, Excellent multi-tasker, Dispute mediation, Teamwork, Reliable and dependable, Team leadership, Dedicated team player, Strong communication skills, Approachable, Excellent time management, Receiving and storing merchandise or product, Cash register- Cash Register and Computerized Cash Register, Customer service, Customer assistance, Relationship selling, Resolution-oriented, Positive outlook, Barcode scanning, Forklift, Inspection and Inventory, Machine Operation, Quality Control, Sales, packing (6 years)
- English
- Quality Inspection
- Machining
- Quality Audits
- Assembly
- Manufacturing
- Supervising experience
- Retail sales
- Conflict Management
- Sales
- Telemarketing
- Phone etiquette