

Magnolia Valles

12150 Washington Center Parkway Apt 14-202

Thornton, CO 80421

(915)-383-4800 / magnoveen@gmail.com

Skills

- Process Improvement
- Leadership
- Communication Skills
- Computer Proficiency (Microsoft/ERP/Agile/SalesForce)
- Bilingual (Spanish)
- Toastmaster
- Cross functional work

Experience

Customer Warranty Service Specialist II

2017-Present – Gogo Business Aviation

- Develop reports and metrics for the team
- Process improvement project leader
- In charge of ERP improvements and development to cater business needs
- Analyze data to prevent inaccuracies
- Responsible for training new employees, Tech Support and Material handlers on procedures
- Responsible of the RMA process from beginning to end
- Process warranty claim reimbursement request for maintenance work

LTL Shipping Clerk

2016-2017 – Navajo Inc.

- Coordinate daily LTL shipments
- In charge of generating required shipping documentation
- Ensure timely delivery of product and cost efficiency

Customer Service Analyst – Internship

2015 – 2015 -Lear Corporation.

- Process customer daily purchases
- Work with production to ensure order fulfillment
- Communicate with warehouses to coordinate shipments

Materials Coordinator

2014 – 2015 – GE Healthcare

- Responsible of daily inventory audits
- Monitor special storage condition product
- In charge of physical and systematic disposition of non-conforming material

Education

2012-2016

Bachelor's Degree, International Logistics

Juarez. Universidad Tecnológica de Ciudad Juárez (UTCJ)

References

- Janessa Birch – (208) 390 0688
- Claudia Rodriguez – (720) 474 5711
- Mariah Williams – (720) 982 2162