

Mark Moncada

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Dedicated, self-motivated professional with over 6 years of combined leadership and customer experience. Exceptional time management and organizational skills with a track record of delivering excellent service while exceeding goals. Seeking to use proven collaborative skills to contribute to organizational goals within a reputable company.

SUMMARY OF QUALIFICATIONS

- 5+ Years of experience in Logistics Management, Supply Chain, Warehouse Operations, Warehouse Management Systems, Transportation, and Inventory Management
- 4 + Years of experience in team leadership, collaboration, and conflict management in retail, logistics, and warehouse industries
- 3 + Years of superior customer service experience in retail and hospitality environments
- Proficient in Microsoft Office: WORD, Excel, PowerPoint, Outlook/Exchange Email, One Note, MS Teams
- Experience in Social media management, filming, video editing, video production, photography, and Final Cut Pro software
- Highly proficient in Caliber and Strongroom database programs
- Proficient in Google software and most operating systems and search engines
- Proficient knowledge of Adobe and Adobe Premiere

PROFESSIONAL EXPERIENCE

GXO Logistics | Tolleson, AZ

Clerk | March 2023 – August 2023

GXO Logistics, Inc. is an American global contract logistics company that manages outsourced supply chains and warehousing.

- Responsible for receiving stocks, handling merchandise, preparing outgoing shipments
- Receive and check purchase requests against inventory records and stock on hand
- Confirm inventories and prepare delivery schedules
- Organize customer orders and prepare them for fulfillment
- Prepare detailed invoices for completed orders
- Check incoming orders and maintain a list of damaged items
- Process accounts receivables and invoicing in compliance with policies and procedures

AgTac Services | Tolleson, AZ

Distribution Clerk | April 2022 – February 2023

AgTac Services is the premier organization with over 100 years of experience, providing specialty security services for clients across the nation.

- Receive all deliveries/returns
- Prepare detailed bills of lading for delivery drivers by utilizing computer programs
- Collect and accurately record trailer weights using Tel-Net Software
- Maintain logistical data of all transport vehicles on-site and over the road associated with the DC/Shipping Department
- Manage outbound procedures of loaded trailers to include:
 - Removing yard seals from trailers
 - Placing seal(s) on trailers
 - Reviewing the Bill of Lading (BOL) with driver
 - Checking fuel & temperature gauges
 - Calling drivers to pick up completed loads
 - Answering phone calls and providing updates on load completion
 - Providing excellent customer service to drivers checking in/out of the facility
 - Filing copies of BOLs and Returns in designated areas

Freedom Logistics, LLC | Surprise, AZ**Delivery Driver | August 2020 - March 2022**

Freedom Logistics Inc. is a transportation, logistics, supply chain, and storage company and part of Amazon's delivery service provider network.

- Load, unload, prepare, inspect, and safely operate a delivery vehicle while obeying the rules of the road with zero safety violations
- Responsible for delivery of a wide variety of products to various addresses through different routes
- Utilize digital handheld device for routing information, customer delivery information
- Leverage strong interpersonal and problem-solving abilities to provide excellent customer service and resolve customer complaints
- Work well under pressure in a fast-paced environment to meet strict deadlines and time schedules
- Use excellent communication, organizational, and communication skills to meet daily goals

Whataburger | Goodyear, AZ**Shift Lead | September 2020- June 2020**

Whataburger is an American regional fast food restaurant chain, headquartered and based in San Antonio, Texas, that specializes in hamburgers.

- Entrusted to lead position to supervise night shift operations
- Delegate daily tasks and provide guidance and support to staff
- Maintain high productivity and a consistent positive customer experience
- Responsible for taking food and drink orders, preparing food orders to health standard specifications, and manning drive-thru windows
- Maintain clean workstations and dining areas in accordance with quality standards
- Restock products and unload food shipments
- Address customer questions regarding menu items, policies, and services
- Identify and resolve issues quickly and efficiently, while maintaining a high level of customer satisfaction
- Manage customer transactions, collect payments, issue receipts and refunds as required

JCPenney | Goodyear, AZ and Wilkes Barre, PA**Support staff | March 2018- October 2019**

JCP, is an American department store chain that operates 664 stores across 49 U.S. states and Puerto Rico.

- Maintain cash register and point of sale transactions utilizing various methods of payment, balance cash register at the end of each shift
- Oversee inventory receiving, unloading of delivery trucks, and restocking
- Ensure that each shipping manifest matches the store's purchase orders
- Responsible for sorting merchandise from incoming deliveries to prepare for sale
- Place descriptive signage and prices to enhance displays, promote items, and drive sales
- Ensure the sales floor is properly stocked with merchandise to promote sales and provide a positive customer experience
- Manage Men's department by maximizing store sales, maintaining store appearance, and performing opening and closing procedures and daily operations

City of Goodyear | Goodyear, AZ**RF Camera Operator | February 2018- March 2018**

Goodyear is a city in a suburb of Phoenix located in Maricopa County, Arizona, United States, and one of the fastest-growing cities in the United States.

- Operate the wireless camera during Spring Training games at Goodyear Ballpark.
- Responsible for capturing fan shots and setting up promotional footage
- Interact with the fan base and coordinate with production booth staff to enhance the overall fan experience
- Provide customer service, communication, and a friendly, positive experience while keeping the focus on the game progress

Macy's Logistics | Goodyear, AZ**Warehouse Package Specialist | September 2017- January**

2018

Macy's, Inc. is one of the nation's premier omni-channel fashion retailers. The company is comprised three retail

brands Macy's, Bloomingdale's, and Bluemercury. Macy's, Inc. is headquartered in New York, New York.

- Responsible for receiving and storing shipped goods as shipments arrived
- Sort cargo in advance of loading and unloading shipments
- Stack and transport all overstock to appropriate storage areas
- Manage productivity reporting to maximize time efficiency and performance
- Maintain Inventory Control by monitoring inventory levels, coordinating stock counts, and reporting discrepancies
- Transported incoming stock and delivered materials to designated locations
- Maintain warehouse cleanliness and performed daily closing procedures including proper storage of equipment