

Mark Moseley

Buda, TX 78610

markmoseley37_d65@indeedemail.com

+1 512 749 6359

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Warehouse employee

Amazon DSP - San Marcos, TX

October 2020 to Present

Scan and select merchandise by way of computer and place items into the correct bin for distribution.

Cross train in every department to assist during peak seasons.

Maintain required items per minute to achieve designated quota.

Route Manager

CAPITOL VENDING and COFFEE - Austin, TX

July 2018 to June 2020

- Oversee daily route deliveries
- Supervise the driving team consisting of 10 drivers
- Oversee and manage weekly truck inventory
- Oversee truck maintenance and inspections
- New account acquisition and service
- Account service training
- Training of all new driving personnel
- Coffee machine maintenance and service
- Customer service liaison
- Developed route books and training manual

Customer Service and Security

WESTMINSTER MANOR - Austin, TX

July 2013 to July 2018

- Oversee facility and grounds ensuring all areas are secure
- Ensure safety of residents and guests
- First responder in emergency situations
- Ensure proper functioning of facility equipment
- Provide support for police and fire emergencies

Liaison and Care Provider

HOSPICE COMPASSUS - Austin, TX

August 2012 to May 2015

- Provide Hospice and patient care education
- Team equipment management

- Compassionate professional customer service

Liaison and Care Provider

SAFE NURSING SERVICE - Austin, TX

May 2007 to August 2012

Home Health education and caregiver training

- Team equipment management
- Compassionate professional customer service

Manager- In- Charge

HEB - Austin, TX

April 2006 to May 2007

- Supervise department teams
- Oversee store operations
- Provide customer service to internal and external clientele
- Provide leadership and mentoring to employees

INDEPENDENT PRODUCER, CENTENNIAL, CO

Insurance Agent

April 2005 to April 2006

In-depth analysis for clientele in the areas of retirement, death and disability

Operations and Warehouse Manager

SEBO AMERICA LLC - Centennial, CO

January 2001 to April 2005

- Wholesale and retail customer service
- International sales and order procurement
- Warehouse operations and inventory control
- International shipping and receiving
- Technical support and training
- Supervise warehouse team

Warehouse Manager and Special Events Supervisor

FUN SERVICES - Westminster, CO

October 2000 to January 2001

- Warehouse and equipment management
- Customer relations and event management
- Corporate and charity fund raising

Warehouse and Special Events Manager

COCA-COLA BOTTLING COMPANY OF THE SOUTHWEST - Kerrville, TX

May 1987 to October 2000

- Warehouse operations
- Inventory management
- Shipping and receiving
- Special events management
- Dispatch and logistics

Education

Associate in Business

HEB SCHOOL OF RETAIL MANAGEMENT - Austin, TX

April 2006

DIPLOMA

SOUTHERN CAREERS INST - Austin, TX

May 1993

Associate in Business

ROBERT E. LEE HIGH SCHOOL - Baytown, TX

September 1976 to May 1980

Skills

- **WAREHOUSE OPERATIONS AND INVENTORY MANAGEMENT**
Submitted innovative ideas that reduced damaged and lost freight costs.
Primary customer liaison to an extensive dealer network and end-user base which included technical support, billing and freight issues, logistics coordination, and sales. Authored technical and training manuals.
- **SALES**
Initiated marketing programs for sales team and wholesale distributors.
Technical product training for employees, sales department, and end users.
- **CUSTOMER SERVICE**
Thirty years of experience serving customers in a wholesale, retail, and technical environment.
Created and maintained professional relationships with internal and external customers.
Ability to diffuse tense situations and solve problematic issues resulting in customer satisfaction.
- Warehouse Supervisor Experience
- Relationship Management
- Events Management
- Procurement
- Customer Relationship Management
- Shipping & Receiving
- Management
- Project Management
- Inventory Control
- Hospice Care
- Management
- Supply Chain
- Warehouse distribution
- Materials handling
- Process improvement