

Mattisha Mercado

Denver, CO 80239

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(808) 724-6788

To gain employment utilizing my skills with opportunities for advancement while providing excellent customer service.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Navajo Express - Denver, CO

April 2020 to Present

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Tracing and Tracking of shipments
- Monitoring freight to ensure account parameters are being met and delivered on time
- Communicating with freight management carriers and clients

Operational Support Specialist

JM Swank - Denver, CO

October 2018 to April 2020

- Communicate with customers to schedule pickups and drop-offs.
- Preparing shipping documents
- Compare packing lists to company purchase orders and ensure that the products in each delivery match the packing list
- Update the product inventory as products are received and added to our inventory

Warehouse Supervisor

Advantage Webco - Kapolei, HI

October 2016 to September 2018

- Assisted management staff with all hiring and staffing of the job site which included conducting interviews.
- Supervise warehouse employees, train and provide work direction to assigned personnel.
- Operate a computer to process reports and forms. Maintain a variety of records.
- Plan, oversee and participate in the warehouse operations; receive, process and issue warehouse stock; assure stock and warehouse facility is maintained, safe, clean and orderly.

Warehouse Lead/Office Assistant

Advantage Webco - Kapolei, HI

August 2013 to September 2016

- Supervise warehouse employees, train and provide work direction to assigned personnel.
- Plan, oversee and participate in the warehouse operations; receive, process and issue warehouse stock; assure stock and warehouse facility is maintained, safe, clean and orderly.

- Receive, identify, mark and place materials sent to the warehouse. Prepare various merchandise for delivery; prepare packages for shipping according to established procedures.
- Operate a computer to process reports and forms. Maintain a variety of records.
- Communicate via phone and email with various personnel, departments, and others to provide and receive information, resolve questions and issues, and coordinate activities.
- Schedule the shipping containers arrival and departure ensuring that the containers arrive and leave in a timely manner.

Education

High School Diploma

Grand Mesa High School - Collbran, CO
2010

Skills

- Positive Attitude
- Detail Oriented
- Hard Worker
- Self Motivated
- Problem Solver
- Excellent Communication
- Excellent Forklift/Picker Skills
- Proficient in Microsoft Word Excel, and Outlook
- Team Oriented
- Inventory Control
- Shipping & Receiving
- Warehouse Supervisor Experience
- Order Picking
- Load & Unload
- Freight Experience