

# Michael Munoz

## Logistics Operations

Westminster, CO

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Logistics Operations Coordinator**

Service By Air - Denver, CO - 2014 - 2016

- Plan/coordinate all domestic freight transportation
- Organize/hire transportation personnel
- Budget and troubleshoot transportation expenses as needed
- Track/supervise transit of freight
- Monitor all freight/inventory located at our warehouse
- Assist forklift operators/truck drivers with any issues (loading, routes, transit times, etc.)
- Meet new clients and learn specifications of each customer's transportation needs
- Ensure customer satisfaction by moving freight safely and on time
- Update policies/procedures for company as needed
- Assist customer/vendor/transportation at any time of day (work email or over the phone)

#### **Production/Machine Operator**

Windsor, CO - 2013 - 2014

- Setup Sure-shot machines
- Place and create metallic domes using seals and panels
- Laser cut product for distribution
- Inspect metallic domes for contamination/quality
- Maintain inventory of all parts used electronically/paper document
- 12 hour shifts

#### **Customer Service- Call Center**

DISH Network - Thornton, CO - 2012 - 2013

- Receive inbound calls
- Troubleshoot tech. problems, assist w/ billing ledger, setup accounts/appointments
- Sell new equip, TV packages over phone
- Trained in TV equip functionality, professional customer service over phone

#### **Site Lead/Monitor**

Adams 12 Five Star School District - Thornton, CO - 2011 - 2012

- Monitor children ages 5-12
- Maintain safe work environment for kids
- Customer service to parents: concerns, billing account
- Lead groups of 12 kids, 2 employees on field trips, drills, areas of school
- Mandatory School District training completed: safety, BASE policy, childcare

## **Logistics/Cashier**

Broomfield, CO - 2010 - 2011

- Use comp. system to enter inventory and maintain accuracy of items in store
- Operate machinery to backstock inventory
- Locate specific item in comp. system for guest on floor in inventory rooms
- Use of cash register to complete transactions accurately
- Face to face customer service

## **Team Member**

McDonalds - Thornton, CO - 2009 - 2010

- Provided friendly customer service in drive thru • Cash handling
- Handled/ prepared food in timely manner
- Cleaned all areas of building inside

## **EDUCATION**

Legacy High School - Broomfield, CO  
2011-05

## **ADDITIONAL INFORMATION**

### **HIGHLIGHTS OF QUALIFICATIONS**

Advanced in domestic logistics coordination. Advanced in all Microsoft Office experience, proficient with standard office technology (printers, computer technology, etc.), some manufacturing equipment. Multiple professional backgrounds: logistics, educational site leader/monitor, sales, customer service, food, manufacturing. Highly motivated, detail oriented, versatile. Excellent in organizational and communication skills both verbal/written. 2+ years in work environment.

## **SKILLS**

- Logistics operations
- Customer Service
- Sales
- Manufacturing/Production
- Inventory
- Leadership
- All Microsoft Office programs