

Michelle Ogden

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Professional Summary

Detail-oriented and experienced warehouse team lead with 10+ years of experience in training, leadership, inventory control, warehouse operations, and customer service. Proficient in heavy equipment operation, including forklifts and reach trucks. Certified Trainer through by Crown Lift Trucks for fork lifts, reach trucks, stock pickers, and walkie riders. Proven ability to train and mentor team members, with a focus on maintaining efficient processes and ensuring customer satisfaction. Possesses strong analytical skills and experience with administrative tasks, including bookkeeping and payroll.

Authorized to work in the US for any employer

Work Experience

Team Lead/Trainer Inbound

Turn5-Lenexa, KS

May 2023 to Present

- Supervise a team of 10+ warehouse associates, ensuring efficient and accurate receiving, processing and putaway of incoming shipments
- Train new hires on proper handling and storage techniques to minimize product damage during the receiving and putaway process
- Provide ongoing training to new hires and seasoned associates on all PIT equipment and processes
- Coach and mentor team to ensure processes continue to be followed and goals are met.
- Safely utilize Powered Industrial Truck equipment to carry out most job responsibilities. Regularly using stock picker, single and double reach, and walkie-rider
- Utilize inventory control processes interdepartmentally to help maintain efficiency throughout the distribution center.

Inventory Cycle Counter/Forklift Operator

Green Chef Corporation-Aurora, CO

February 2022 to May 2023

- Maintain inventory accuracy by performing weekly cycle counts on raw materials, packaging materials, finished goods, and non-conforming materials.
- Assist in determining root causes on inventory discrepancies and help implement corrective actions to eliminate repetitive errors.
- Assist all Warehouse Pullers locate materials.
- Be able to carefully and safely drive the order picker and other warehouse equipment.
- Unload materials and merchandise from incoming vehicles and stack them to assigned places.
- Locate and move stock of products to pallets or crates for storage or shipment.
- Identify damages and report shortages or quality deficiencies.
- Transport raw materials to production workstations.
- Inspect machinery to determine the need for repairs and guarantee safety by performing regular maintenance.
- Keep updated records of inventory and activity logs.

- Comply with company policies and legal guidelines.
- Help maintain a safe and orderly environment of the facilities.

Front Desk Lead Agent

Isle Hotel & Casino-Black Hawk, CO

April 2019 to February 2022

- Manage VIP clientele by delivering exceptional customer service while using creative conflict resolution, when necessary.
- Manage confidential information and documentation, including financial data, and credit card information and payroll checks.
- Conduct in-person and telephone customer service, including guest check-in and booking reservations.
- Anticipate sold-out situations, identify how many rooms are over-commit; obtain alternative accommodations for guests with reservations.
- Help train new team members at the discretion of the Front Desk Manager, Assistant Front Desk Manager, and Front Desk Supervisor.
- Develops a strong working relationship with co-workers and managers throughout the property to ensure communication and teamwork are at optimum levels.

Skills

- Analytical thinking, planning.
- Strong verbal and personal communication skills.
- Accuracy and Attention to details.
- Organization and prioritization skills.
- Problem analysis, use of judgment and ability to solve problems efficiently.
- Administrative Experience
- Microsoft Office
- Customer Service
- Management
- Payroll
- Bookkeeping
- RF Scanner
- Order Picker
- Forklift
- Reach truck
- Pallet jack
- Lift truck
- Heavy equipment operation
- Warehouse experience
- Order Picking
- Shipping & Receiving
- Microsoft Word
- Inventory Control
- Warehouse Supervisor Experience

- Training & Development

Certifications and Licenses

Forklift Certification