



# NATASHA CRUZ

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## Summary

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Hardworking Order Fulfillment Associate with attention to detail and physical stamina to handle challenging work. Supports smooth distribution operations with top skills in equipment operation, order packing and multitasking. Knowledgeable about safety standards and RF tracking. Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

## Skills

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- Teamwork and Collaboration
- Attention to Detail
- Safety Procedures
- Data Entry
- Shipping and Receiving
- Inventory Management and Planning
- Motivated Team Player
- Cash Register Operations
- Problem-Solving
- Microsoft Office
- Order Fulfillment
- Quick Learner
- S2K Systems
- Ordering Supplies
- Inventory and Data Analysis
- Stocking and Replenishing
- Customer Service
- Data collection and sampling
- Bookkeeping operations
- Collections and invoice processing

## Experience

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Rawle & Henderson | Philadelphia, PA, 19107

### Accountant Clerk/Paralegal Assistant Law Firm

04/2022 - Current

- Submitted electronic filings and organized court materials, schedules and actions.
- Reconciled company credit cards, expense accounts and other expenses and financial records.
- Coded invoices and other records to maintain organized and accurate records.
- Assisted internal accounting team in checking financial statements for accuracy to produce reliable reports.
- Developed tracking reports to keep management informed of due and past due vendor invoices.
- Received payments from customers via cash, check and credit cards to pay company invoices.
- Verified and posted account transactions to prepare checks and maintain accounting ledgers.
- Used File & Serve to track accounting information, resulting in significant reduction in financial discrepancies.

Julius Silvert Wholesale Food Distributor | Philadelphia, PA

### E Commerce Order Fulfillment Specialist

09/2020 - 05/2022

- Reviewed production schedule, customer orders, work orders and requisitions to determine items to be moved, gathered or distributed.
- Assisted in training new warehouse employees.
- Inventoried and unloaded shipments from delivery trucks daily.
- Prepared domestic and international shipments for transportation.

- Processed daily orders through multi-carrier manifest system.
- Pulled and packed products from shelves based on customer orders.
- Conducted routine cycle counts and reconciled problems found.
- Generated fulfillment reports to keep track of product movements.
- Labeled boxes and placed in outbound collection areas.
- Packaged fragile items with protective padding to prevent damages during shipments.
- Completed shipping paperwork, attached appropriate labels and scanned barcodes for tracking.
- Confirmed items picked for orders by keying codes into system.
- Processed customer orders, picked items from inventory and delivered to freight area according to safety protocols and deadlines.
- S2K Systems & Inventory
- Dealt with customers and issue resolving

Rainbow landscaping and Contractors | Philadelphia, PA

**Accountant/Administrative Assistant**

12/2019 - 04/2020

- Managed office duties, ordered materials, organized workspaces, answered emails and made phone calls.
- Resolved customer issues
- Scheduled bookings, reservations and appointments
- Checked insurance information
- Handled cash and deliveries
- Maintained office records
- Spreadsheets
- Invoice
- Managed inventory to ensure all supplies were in stock and within budget.
- Inventoried and ordered supplies for office.
- Answered phones to direct callers, schedule appointments and provide general office information.
- Tracked and submitted employee timesheets to prepare for payroll processing.

Internal Revenue Service | Philadelphia, PA

**Contact Representative**

05/2015 - 11/2019

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and provided highest level of professionalism and knowledgeable service to every customer.
- Managed customer expectations by clarifying needs, identifying options and recommending products and services.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Consulted with customers to resolve service and billing issues.
- Navigated through computer systems to review information and respond appropriately to callers.
- Trained and supervised new employees to promote overall team productivity and consistent service.

Einstein Moss Rehab | Cheltenham, PA

**Housekeeper**

06/2016 - 10/2018

- Used cleaning chemicals following proper guidelines.
- Requested maintenance orders to fix non-working equipment and address room damage.
- Cleaned building floors by sweeping, mopping and scrubbing.
- Returned rooms to occupant-ready status to satisfy future guests.
- Observed sanitation and exposure guidelines, maintaining internal protocols to minimize possibility of on-site infections.

Temple University | Philadelphia, PA  
**Dietary Aide**  
05/2016 - 01/2018

- Staged offered amenities during room turnovers, confirming presence of appropriate signage and personal hygiene products.
- Followed safety procedures when handling materials and discarding waste.
- Skilled in preparing meals according to instructions
- Knowledge of sanitation and safety guidelines
- Operating cookware, bakeware and cooking appliances
- Preparing meals, snacks and beverages
- Setting up and taking down dining areas and assisting with kitchen maintenance
- Served specific meals to patients with special dietary needs.
- Helped with meal prep for daily meals, following strict sanitation and food handling guidelines
- Assisted patients with special needs to eat meals, providing kindness and patience.
- Followed dietary procedures in accordance with established policies.

## Education and Training

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The Art Institute | Philadelphia, PA  
**Diploma** in Culinary Arts  
01/2016

Willing to relocate: Anywhere

## Additional Information

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- Willing to relocate: Anywhere, Authorized to work in the US for any employer