

CLARENCE PALMER

Charlotte, N.C. 28208

(980) 318-4533

apalme2@yahoo.com

OBJECTIVE

A position in a results-oriented company that seeks an ambitious and career-conscious person, where acquired skills and education will be utilized toward continued growth and advancement.

EXPERIENCE

General Laborer August 2011 to Present

MDT Staffing, Latham, N.Y. -

Coordinated labor and equipment resources ensuring all jobs were completed accurately, efficiently, and in a quality manner.

Participated in work crews on the maintenance of residential, office, and industrial areas.

Demonstrated excellent communication skills with staff, managers, and clients.

Assisted in new production line setup and change over of production line.

Operated forklift, electric pallet jack, and other bulk material transportation devices.

Participated in all aspects of warehouse duties including stocking, pulling orders, and packaging.

Verified certified hazardous materials for air and surface transportation.

Compounding Technician January 2011 to July 2011

Danbury Pharma, Freeport, N.Y. -

Weighs specified types and quantities of powdered or raw material ingredients.

Transfers raw materials from storage/staging areas to Compounding areas.

Transfers bulk material from compounding to storage areas.

Tends to mixer tanks, compounding kettles, various mills and mixers.

Completes batch documentation records.

Cleans all mixers, screens and hardware used for compounding.

Collects sample of completed batch for approval release from Q.C.

Operates forklift to transfer drums of completed batches to bottling and capsulation lines.

Follows all OSHA guidelines for safety and sanitation concerns.

4

Customer Service Representative April 2009 to January 2011

Autozone, Yonkers, N.Y. -

Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.

Advised customers on the location, selection, price, and use of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future.

Assisted in working out totals for cash and other takings at the end of each working day and preparing money for bank deposits.

Handled incoming and outgoing customer calls, and made payment arrangements for current, past due, and collection accounts.

Relieved on each helpdesk area, rapidly refining both technical expertise and communication talents that

prompted several offers to supervise the area in the absence of senior personnel.
Successfully pacified hostile or antagonistic callers and negotiated a mutually agreeable solution by patiently providing alternatives to reconcile the customer's needs with the company's objectives.

Warehouse Clerk/Supervisor July 2000 to August 2009
Sears, Yonkers, N.Y. -

Demonstrated ability to troubleshoot creatively, solve problems effectively, and make informed decisions while successfully guiding others through constant change.

Participated in all aspects of warehouse duties including stocking, pulling orders, and packaging.

Operated forklift, electric pallet jack, and other bulk material transportation devices.

Used barcode-scanning systems to assure order and inventory accuracy.

Demonstrated ability to troubleshoot creatively, solve problems effectively, and make informed decisions while successfully guiding others through constant change.

Handled stock, customer special and repair shop orders with various vendors nationwide, providing technical information regarding equipment, order parts, returns, and special orders.

Managed all aspects of customer relationship management on a daily basis, which resulted in increased customer retention levels.

Monitored employee performance, making recommendations for skill development, additional responsibility, promotion, or dismissal.

Served as liaison with regional manager, vendor account executives, and community leaders to coordinate store management, sales focus, and community involvement.

Planned, developed, and implemented staff training on operations, technical troubleshooting, and support, as well as time management and customer service skills.

EDUCATION

Yonkers, N.Y. - G.E.D.

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