

# Paul Choi

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Focused, driven, and motivated individual with extensive customer service experience. Enthusiastic individual who can work in team environments that require multi-tasking, problem solving, patience, and an eye for perfection resulting in efficient successful operations. Always motivated to chase excellence, learn new skills with a mindset of hard work, responsibility, and dedication.

Authorized to work in the US for any employer

## Work Experience

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### **Shipping Specialist**

Order Fulfillment - Roselle, IL

June 2019 to December 2020

- Manage one of the top two accounts of the company; iHerb, to strategize high volume outbound shipments, delivery appointments, and freight costs to designated distribution centers in a timely manner.
- Coordinate daily domestic outbound FTL and LTL loads/orders with compliance to the ship schedule
- Communicate with packaging and dock team, carriers, sales reps, customer service, brokers, freight forwarders daily
- Create standard operating procedures for training and shipping process flow
- Upkeep process data entries for various logs for customer accounts and updating tracking information in the company's database system (Oracle)
- Re-negotiate shipping rate contracts with interest in saving costs
- Resolves errors and customer complaints and ensures corrective measures are put into place

### **Warehouse/Shipping Manager**

IND Distribution - Lake Zurich, IL

April 2016 to May 2019

- Process and organize all invoices to ensure orders ship out in a timely manner
- Supervise, train, motivate, and assist my team daily to accomplish objectives and ensure all orders ship
- Keep track of inventory on products, parts, and shipping/operation supplies, and restocking as needed
- Inspect all painted parts prior to shipping and assist in polishing/buffing/ceramic coating as needed
- Assist in product/hardware R&D, purchasing, and quality control of automotive/carbon fiber parts
- Redesigned warehouse layout to maximize space and improve order fulfillment/operation productivity
- Communicate with shipping representatives and suppliers on lowering costs

### **Crossfit Level-1 Certified Coach**

Crossfit Roselle - Roselle, IL

May 2015 to May 2019

- Coach and train clients in a fun group setting using Crossfit methodologies
- Ensure clients are receiving quality training to reach each individual fitness goals in a safe effective manner

- Assist the owner/head coach in marketing, programming, and maintaining an optimal gym environment and community while seeking for improvements to grow as a team
- Increase gym membership clientele and help grow profit of the gym

## Education

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### **Bachelor of Science in Nursing**

Lakeview College of Nursing

2007 to 2010

### **Pre-Nursing**

Liberal Arts and Science – University of Illinois at Chicago - Chicago, IL

2004 to 2007

## Skills

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- Computer
- Proficient in Oracle database software system Warehouse
- Warehouse safety and CGMP requirements
- Shipping dock safety and operations Other
- Entry level car washing and detailing (wet sanding, paint correction, and ceramic coating)
- Microsoft Office (Word, Excel, PowerPoint)
- Buffing