

# Ramona Frederick

Round Rock, TX 78665

[ramonacfrederick4\\_oj6@indeedemail.com](mailto:ramonacfrederick4_oj6@indeedemail.com)

+1 910 990 2647

Authorized to work in the US for any employer

## Work Experience

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### **ClerkII/Team Lead**

GXO Logistics - Union City, GA

June 2021 to Present

Verify quantitative accuracy of deliveries, verify country of origin and receive merchandise into warehouse inventory utilizing WMS; containerize shipments of five or more boxes of merchandise with the same GPN utilizing RF gun; ensure receivers are accurately and efficiently completing tasks within allotted time frame; verify deliveries with BOL's and Packing Lists

### **Amazon Warehouse Associate**

Amazon DSP - Newnan, GA

December 2020 to April 2021

Successful sort packages, use of Ed scanner to stow packages into bins, stage bins to delivery stations to load on trucks.

### **Medical Records Manager**

WARSAW NURSING AND REHABILITATION

May 2018 to July 2020

- Scanned information for over 90 individual residents into an electronic medical record system (EMR)
- Retrieved physician progress notes from fax machines and placed them into EMR
- Accepted incoming calls and transferred to appropriate extensions
- Maintained basic understanding of telecommunications system to make repairs if necessary
- Routinely assisted IT personnel with computer set-up throughout the facility
- Filed hard copies of medical records into archived folders
- Collaborated and submitted requested information upon proper authorization to 8 organizations including hospitals, surgeons, opticians, podiatrists, etc. in order to validate progress of treatment plans
- Former Central Supply Coordinator - Submitted supply orders, received orders and verified accuracy of shipments; distributed clinical and non-clinical supplies throughout facility; maintained par-levels of non-clinical supplies and completed annual inventory counts
- Former Transportation Manager - Efficiently scheduled residents' clinical appointments and transported to and from appointments utilizing company vehicles with mechanical wheelchair liftgates

### **Assistant Manager/shift Supervisor**

MARINE OIL COMPANY

August 2017 to May 2018

- Managed over \$100K in supplies and equipment to assist in profitability of the company

- Prepared and relayed information to corporate office through completed weekly sales summaries in absence of location manager
- Efficiently managed customer service and completion of shift reports
- Received and stored merchandise and performed manual stock inventories upon completion of shift
- Troubleshoot and resolved problems, mediated staff disputes, and handled customer complaints

### **Department Manager**

WALMART

August 2015 to July 2017

- Supervised and trained staff members to effectively increase knowledge on current procedures
- Fostered a positive work environment through leading by example
- Received commendations by various managers for growing department sales and meeting performance goals
- Maintained accurate perpetual inventory counts and completed electronic price changes for merchandise as assigned from corporate office using TC70 (handheld computer)
- Ensured high levels of productivity and quality were maintained

### **Medical Records Manager/assistant HR Generalist/staff Development Coordinator**

WARSAW HEALTH AND REHABILITATION

February 2009 to July 2015

- Compiled and maintained physical charts and archived medical records for over 100 residents
- Accepted incoming calls and transferred to appropriate extensions
- Assisted Human Resources with new hire orientation and completion of nearly 300 new hire packets
- Submitted background checks and licensure verifications to supervisor
- Developed, executed and maintained employee continuing education program utilizing PowerPoint program
- Received certification from the State of North Carolina to instruct I-Service courses for all personnel

### **Location Manager**

Sampson-Bladen Oil Company Inc. - Clinton, NC

December 2000 to July 2006

Customer sales and service

Completion of weekly and monthly sales reports for store and deli

Staff development

Problem Solving

Inventory Control

Merchandise orders and verification of orders/deliveries

ATM replenishment

Attend monthly district meetings and Quarterly corporate meetings

## Education

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### **GED in GED**

Michigan Department of Labor and Economic Development - Lansing, MI

September 1992 to September 1992

## High school diploma or GED

### Skills

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- Dynamic, focused and team-spirited individual with outstanding qualifications in multiple areas of administrative and customer service; Demonstrated ability to leverage outstanding verbal and written communication skills to perform substantive administrative and managerial work through gained experience, and in-depth knowledge to effectively assist in multiple areas of organization. Core strengths include:
- Excellent oral and written communication skills
- Executive Leadership and Supervision
- Excellent Interpersonal Skills
- Time Management
- Detail Oriented
- Customer Focused
- Active Listener
- Conflict Resolution
- Office Management
- Staff Development and Training
- Employee Orientation
- Human Resources
- Telecommunication
- Transportation Management
- Management
- Computer literacy
- Typing
- Clerical experience
- Pallet jack
- Warehouse experience
- Materials management
- Driving
- Warehouse management system
- Typing
- Van driver
- English
- Supply Chain
- Team Management
- Retail sales
- Customer service
- Supervising experience

## Assessments

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### **Attention to detail — Proficient**

February 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

August 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Medical receptionist skills — Proficient**

February 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

### **Warehouse safety — Proficient**

August 2023

Using safe practices in a warehouse setting

Full results: [Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Proficient**

March 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

April 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **HR: Compensation & benefits — Proficient**

April 2021

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.