
ALICIA BOYD

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PROFESSIONAL SUMMARY

Dynamic assembly line worker with proven expertise at Whirlpool, excelling in quality inspections and performance improvement. Recognized for enhancing team productivity through effective training and collaboration. Strong attention to detail and critical thinking skills contributed to successful product launches and streamlined operations, ensuring compliance with safety standards and reducing waste.

Equipped with strong problem-solving abilities, willingness to learn, and excellent communication skills. Poised to contribute to team success and achieve positive results. Ready to tackle new challenges and advance organizational objectives with dedication and enthusiasm.

SKILLS

- Hand and power tools
- Finishing work
- Reading comprehension
- Attention to detail
- Problem identification
- Critical thinking
- Performance improvement
- Quality inspections
- Shipping support
- Work area cleaning
- Decision-making
- Defect identification

WORK HISTORY

Assembly Line Worker, 02/2025 - Current

Whirlpool – Cleveland, TN

- Conducted quality checks to ensure compliance with safety standards and specifications.
- Collaborated with team members to streamline assembly processes and reduce cycle time.
- Trained new employees on assembly techniques and safety protocols, enhancing team productivity.
- Maintained clean and organized work area to promote safety and efficiency in operations.
- Met daily production quotas by working effectively within a fast-paced assembly line environment.
- Contributed to a positive work atmosphere, fostering strong relationships with colleagues while maintaining professionalism and focus on tasks at hand.
- Operated various tools, machinery, and equipment to complete assembly tasks efficiently and accurately.

- Performed visual and functional inspection of components to determine quality and identify defects.
- Followed protocols to enhance protection and maintain safe work environment.
- Helped reduce waste by recycling materials when appropriate and disposing of scrap components responsibly.
- Played key role in successful launch of new product line by adapting quickly to new assembly procedures.

Cashier, 05/2022 - 02/2024

Walmart – Athens, TN

- Processed customer transactions efficiently using point-of-sale systems.
- Handled cash, credit, and check payments accurately to minimize discrepancies.
- Provided exceptional customer service by addressing inquiries and resolving issues promptly.
- Maintained cleanliness and organization of checkout areas to enhance shopping experience.
- Assisted in training new cashiers on operational procedures and customer engagement techniques.
- Monitored inventory levels at registers and communicated restocking needs to management.
- Implemented efficient queue management strategies during peak hours to reduce wait times.
- Collaborated with team members to ensure smooth store operations and positive customer interactions.
- Greeted customers entering store and responded promptly to customer needs.
- Built relationships with customers to encourage repeat business.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Helped customers complete purchases, locate items, and join reward programs.
- Restocked and organized merchandise in front lanes.
- Resolved customer complaints professionally, leading to improved customer relations and loyalty.
- Handled multiple payment methods securely, minimizing discrepancies and potential losses.
- Answered questions about store policies and addressed customer concerns.
- Adapted quickly to new technologies implemented at POS systems, ensuring seamless transition periods for both staff and customers.
- Reduced processing errors by meticulously following transaction procedures.
- Increased sales of promotional items by informing customers about current offers.
- Handled cash with high accuracy and took care to check bills for fraud.
- Set up new sales displays each week with fresh merchandise.
- Maintained current knowledge of store promotions and highlighted sales to customers.

Dock Clerk/ Office Clerk, 01/2019 - 08/2022

Trane Technologies – Vidalia, GA

- Processed incoming and outgoing shipments, ensuring compliance with safety regulations.
- Utilized warehouse management systems for tracking shipments and maintaining accurate records.
- Collaborated with team members to streamline dock operations and improve efficiency.

- Obtained driver signatures on shipping paperwork and sealed trailers.
- Maintained positive relationships with carriers, resulting in timely deliveries and pickups.
- Verified loads to check pack count, part number and batch number and initialed tags.
- Coordinated with warehouse staff to ensure timely loading and unloading of merchandise, avoiding delays or complications.
- Assisted in training new employees on company procedures and safety protocols, contributing to overall staff competency.
- Updated daily customer shipping reports.
- Collaborated with team members to maintain a clean and safe working environment, reducing workplace accidents.
- Directed forklift drivers on loads ready for pulling or shipment.
- Verified pulled loads and signed off on official sheet.
- Maintained composure in stressful situations and continued to provide helpful and kind guest services for fantastic customer satisfaction.
- Reduced errors in data entry tasks by implementing a thorough proofreading system before submission.

EDUCATION

High School Diploma: 12/2015

Lafayette High School - LaFayette, GA