

**Jackie McClain**  
**1290 Cambell Way**  
**Tobyhanna, PA 18466**  
**Home: (570) 730-0313**

**Summary:** Resourceful problem-solver skilled in identifying department's needs. Work well both independently and as a team player.

**Experience:**

**Truck Gate Supervisor, Allied Universal / FedEx, Pocono Summit, PA 12/2023-Present**

- Monitor and manage the entry and exit of trucks, trailers, and other vehicles at the facility gates.
- Verify drivers' documentation, including identification, delivery orders, and shipping manifests.
- Maintain records of all gate activities, ensuring compliance with company policies and legal requirements.
- Perform security checks on incoming and outgoing vehicles, as required.
- Accurately log vehicle arrivals, departures, and load details into the company's required log records.
- Serve as the point of contact for drivers, providing directions and guidance within the facility.
- Report any discrepancies or security concerns to the appropriate departments.

**Warehouse Operations Clerk, NFI Logistics, Mt. Pocono, PA 8/2018- 8/2021**

- Verified and maintain records on incoming and outgoing shipments, and inspect for damages or discrepancies.
- Prepared and maintained records of freight shipped.
- Performed regular inventory counts and reconcile discrepancies between physical stock and system records.
- Assisted department leads with investigating and expediting inventory discrepancies and audits.
- Utilized reports to assisted in material handling duties such as receiving, put-away, picking, packing, or loading.
- Actively monitored trailer capacity and proactively works with spotter on trailer movement.
- Ensured that all shipping logs are current for all outgoing and incoming parcels.
- Assisted with other administrative duties as needed by leadership team.
- Maintained accurate, organized files for all department responsibilities for efficient access.

**Transportation Safety Clerk, Wal-Mart Transportation, Tobyhanna, PA 3/2009 -7/2018**

- Assisted Safety Manager with accident and incident reporting process.
- Monitored driver safety performance, bonuses and awards according to policy.
- Responsible for completing quarterly random drug and alcohol testing for Wal-Mart drivers.
- Updated and maintained Wal-Mart Electronic Driver Qualification Files.
- Scheduled DOT/company required physicals for local drivers.
- Requested yearly motor vehicle reports for associates according to company policy.
- Promptly provided legal departments with time sensitive information and documentation .
- Enhanced building safety performance by sharing and posting safety reminders.

- Prepared audit reports on edits of driver duty status.
- Maintained OSHA and safety training records files for driver and office staff.
- Supported other departmental needs upon request.
- Screened and assist with phone calls as necessary.
- Processed incoming and outgoing mail.

**Transportation Coordinator, Wal-Mart Transportation, Tobyhanna, PA 3/02- 3/09**

- Coordinated daily work assignments for Wal-Mart/dedicated drivers.
- Helped maintain open lines of communication between drivers, Transportation and Dispatch offices.
- Processed payroll data in a variety of Wal-Mart Systems.
- Updated department notifications including driver calendar events.
- Scheduled and verified Walmart store deliveries and vendor pick-ups.
- Manually updated dedicated driver trip information via incoming phone calls.
- Monitored incoming On-Board-Computer and emergency messages.

**Premium / Claim Processor, Gulf Insurance Company, New York, NY, 11/00-3/02**

- Processed insurance premium, endorsements, cancellations and reinstatements.
- Assisted underwriters and claims individuals in question/problems that arise from premium processing.
- Prepared of Bordereau for premium processing.
- Reconciled daily input/output reports.
- Resolution of rejects reported into PAC systems.
- Maintained programs according to information changes.
- Assisted in the Electronic Interface process of insurance premiums.
- Prepared and follow-up with notifications to Underwriters of all unprocessed premium.
- Calculated Reinsurance premium according to treaty information.

**Administrative Assistant, Gulf Insurance Company, New York, NY, 6/99 –11/00**

- Processed and maintained records of corporate accruals.
- Responsible for creation of all Reinsurance department policy files.
- Filed and maintained policy correspondances.
- Resonded to internal and external email communication.
- Prepared department managers expense reports.
- Screened all Reinsurance Department calls to provide and relay information.

**Education:**

Northampton Community College, Bethlehem, PA

❖ Office Administration

Skills: Typing 55wpm, Microsoft Word, Excel, and Power Point Presentations.