

Jonathan Sandoval

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Work Experience

Shift Supervisor

Aurora Outlet World, Goodwill Industries of Denver - Aurora, CO

December 2022 to Present

- Generally responsible for monitoring the whole retail center and addressing immediate issues of safety, customer focus, product flow and aesthetics either personally or through delegation (aka "Management by Walking Around")
- Employee leadership, Manages breaks, Redirects staff/work teams to address call-offs
- Coaches employees verbally and with initial write-ups
- Provides input to reviews and terminations
- Facilitates employee purchases
- Task/Functional leadership
- Assists in opening and closing procedures
- Responsible for the verification step related to the daily sales report paperwork
- Responsible for counting drawers
- Responsible for making change between drawers and safe
- Assist with inventory process by counting, entering, verifying
- Customer Focus Plan, coordinate and control the activities of the customer service team to maintain and enhance customer relationships and meet organizational and operational objectives,
- First escalation point for customer complaints
- Point of contact for turning down donations at ADC
- Cross-training
- Maintains knowledge of store procedures at the proficiency of a generalist with the ability to occasionally fill in for an emergency
- Maintains knowledge to the level where operations can be maintained in the rare case where no Supervisor, Assistant Manager or Manager is able to be on premises.

Forklift Operator/Material Handler

Goodwill Industries of Colorado - Denver, CO

August 2022 to December 2022

- Provide excellent Customer Service with an "Attitude of Gratitude.",
- Sitdown Forklift Certified. Able to use pallet jack, forklift, hand dolly or other equipment or tools to effectively move and store donated product.,
- Ensure that all areas of production have sufficient materials to work with so that there is no lapse of work to minimize down time.
- Be proactive in preparing materials or storage containers to anticipate the needs of the production team.
- Provide assistance to customers with questions, concerns, and purchases.

- Provide a safe environment for customers and employees, to include overseeing Outlet rules are strictly followed by customers.
- Ensure merchandise bins are filled properly and placed onto the sales area following the rotation schedules.
- Perform quality control and time management to achieve and maximize the highest volume of production.
- Cross-train in other departments/areas and act as back-up for other areas as required.
- Perform all other duties as assigned.

Forklift Operator

Allegheny Wood Products - Hazelton, WV
August 2020 to August 2022

Operating forklifts i would have to pull/lift/drop/reorganize/fix/etcétera wood bundles and stick bundles. Pressured job in which I always overcame.

Bander Operator

Allegheny Wood Products - Hazelton, WV
August 2018 to August 2022

When wood bundles would be finished being stacked together, I would have to band and tie them together. Making them safe to be transported to another job site/lumber yard or customer destination.

Lumber Stacker

Allegheny Wood Products - Hazelton, WV
July 2016 to August 2022

Lumber stacker requires of co-friendly workmanship to get along with fellow workers beside you. It consists of handling different species/sizes/grade/weight of wood/boards. Knowledge of how to best apply brain data to perform on job site.

Hoist Operator

Allegheny Wood Products - Hazelton, WV
July 2016 to August 2022

Large unorganized bundles or wood pallets would arrive by massive forklifts, be sat on a pull chain, I'd have to operate a hoist in order to bring them to me, lift them and drop layer by layer onto a chain belt to make them be sorted through a planner and be revised by a lumber grader. Then be organized onto a wood bundle to be stacked. Hoist operations included of multitasking of buttons,levers,pulleys, and pedals.

Education

High school diploma

Preston High School - Kingwood, WV
August 2012 to July 2016

Skills

- Forklift (4 years)

- Packaging (5 years)
- Assembly (Less than 1 year)
- Machining (Less than 1 year)
- Warehouse Experience (6 years)
- Order Picking (Less than 1 year)
- Load & Unload (2 years)
- Materials Handling (4 years)
- Multilingual
- Negotiation
- Employee orientation
- Bilingual
- Recruiting
- Interviewing
- Customer service
- Team management
- Shift management
- Sales management

Languages

- English - Expert
- Spanish - Fluent

Certifications and Licenses

Forklift Certified

September 2022 to September 2025