

Malik Bowers

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Professional Summary

Dedicated and versatile professional with extensive experience in warehouse operations, customer service, and restaurant management. Skilled in inventory management, production, and delivering exceptional customer experiences. Proficient in various software applications and equipment operation. Forklift certified with a commitment to safety and efficiency

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Service

Parsippany-Troy Hills, NJ

February 2014 to September 2025

- Handles incoming calls or inquiries from customers or clients.
- Assists customers effectively by solving customer problems.
- Provides customer additional information
- Discusses products offered and ensures customer satisfaction.

Material Handler

Veseris-Edison, NJ

March 2022 to May 2025

- Inventory

Identifying, labeling, and keeping materials in stock, recording their location, and reporting shortages

- Production

Pulling orders from inventory

Loading and unloading transport items, making sure deliveries match purchase orders, and wrapping, packaging, and shipping supplies

- Basic computer software, such as MS Word or Excel
- Analytical and critical thinking
- Cultural awareness
- Multitasking abilities

Production Worker

Domino's Distribution-Edison, NJ

June 2021 to March 2022

Day-to-day production

Forklift operator

Assembly line

Package Handler

SpecialtyRx-Ridgefield Park, NJ
January 2019 to November 2021

- Accurately and efficiently sort, label, and package pharmaceutical products for distribution.
- Ensure proper handling and storage of sensitive medical supplies in accordance with safety guidelines.
- Conduct inventory checks and assist in maintaining adequate stock levels.
- Operate equipment such as pallet jacks and forklifts to move and organize shipments.
- Collaborate with team members to meet deadlines and maintain a smooth workflow.
- Adhere to quality control standards to ensure accuracy and compliance with regulations.

Front of the House Manager

Buffalo Wild Wings-Parsippany, NJ
2012 to 2014

- Manager of the cashier, Greeters, and runners
- Scheduling for training for the Front of the House Staff
- Hire and build a strong confident team with a safe and positive work environment
- Maintain and upkeep a sanitary and clean work environment in accordance with Eco Sure guidelines

Assistant Kitchen Manager

T.G.I. Friday's-Parsippany, NJ
2008 to 2012

- Develop BOH weekly schedule
- Implement new hire training for BOH staff
- Create and maintain high morale and culture among employees
- Maintain kitchen product quality, food appearance and overall taste
- Maintain a clean and sanitary work environment in accordance with Eco Sure guidelines

Selector

Five Star Warehouses-East Hanover, NJ
2006 to 2012

- Select merchandise for shipment and stack on pallet neatly by using a pallet jack or fork lift
- Use a headset or pick sheet to find out individual items inside warehouse
- Recognize each pallet by route number and batch number
- Ensure items pick accurately and safely to prevent damage

Shift Manager

SUBWAY-Newark, NJ
2008 to 2010

- Responsible for training new and inexperienced employees in their tasks
- Comply with all company policies
- Inspect all equipment and storage facilities throughout shift to ensure safety and sanitation
- Develop weekly schedules
- Perform necessary paperwork duties

Education

Psychology/Business management (Some college)

University of Phoenix-Online Campus

March 2021 to Present

Psychology (Bachelor's degree)

High school diploma or GED

Skills

- Supervising experience
- Order entry
- Empathy
- Cash handling
- SEO tools
- Microsoft Access
- Maintenance
- Load & Unload
- POS
- Google Docs
- Achieving sales targets
- Telecommunications headsets
- Forklift
- Assembly
- Microsoft Excel
- EHS
- Organizational skills
- Account management
- Outside sales
- B2B sales
- Computer networking
- Outbound calling
- Warehouse management system
- RF Scanner
- Handling customer inquiries
- Quality control
- Upselling
- Hotel experience
- Warehouse experience
- Debits & credits

- ERP systems
- Mechanical knowledge
- Kitchen Management Experience
- Materials Handling
- Negotiation
- Analysis skills
- Financial analysis
- Risk management
- Statistics
- Math
- Shipping & receiving
- Mechanical troubleshooting
- Assembly line
- Employment & labor law
- Inside sales
- Distribution center
- Hand tools
- Human resources
- Google Sheets
- Reach truck
- Visually impaired education
- Phone communication
- Microsoft Office
- Financial modeling
- Restaurant experience
- Sanitation
- SAP
- Machining
- SAS
- Digital marketing
- Restaurant management
- Leadership
- Ethernet
- Word
- Continuous improvement
- Grammar Experience
- Microsoft Powerpoint
- Quick service & fast food restaurant
- Outbound sales
- SAP Warehouse Management

- Customer service
- Time management
- Cooking
- Unloading
- Manufacturing
- Load & unload
- Industrial equipment
- Kitchen management
- Picker Packer
- Wireless sales
- Picking & packing
- Appointment scheduling
- Sales support
- Computer operation
- CRM system proficiency
- Professionalism
- Pallet Jack
- Moving
- B2B
- Customer Service
- Security
- Order Picker
- Grocery store
- SAP ERP
- Pivot tables
- Operations management
- Guest services
- Medical terminology
- Software troubleshooting
- Microsoft Outlook
- Loader operation
- Computer literacy
- Accounts payable
- Telemarketing
- Filing
- Order Puller
- Multitasking
- Order picking
- AI
- Pharmacy Technician Experience

- Productivity software
- Telecommunication
- Retail sales
- Administrative experience
- Call center agent experience
- Shipping Receiving
- Social media management
- Shift management
- CRM software
- English
- Microsoft Dynamics 365
- Inventory Control
- Typing
- Zoom
- Shift Management
- SEO
- Windows
- AS400
- Order fulfillment
- Product demos
- Attention to detail
- Patience
- Front desk
- POS systems
- Fine dining experience
- Slack
- Cash Handling
- Cherry picker
- Marketing
- SQL
- Customer retention
- Technical Proficiency
- QuickBooks
- Mobile devices
- Inventory control
- Salesforce
- Office experience
- R
- Financial concepts
- Communication skills

- Serving
- Writing skills
- Bartending
- Warehouse Associate
- 10 key typing
- Freight Experience
- Inventory
- Sales
- Cocktail experience
- Computer skills

Certifications and Licenses

Driver's License

Pallet Jack Certification

Forklift Certified

Food Handler Certification

RAMP CERTIFICATION

October 2025 to October 2027

Certified to serve alcohol in the state of Pennsylvania

Safe Quality Food Certification

Electric Pallet Jack Certification