

RHEA ANN PICCOLO

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Summary

As a Subject Matter Expert-SME- Warehouse Associate Level 4, I was responsible for daily activities in shipping products keeping the workflow consistent and error free meeting shipping times. Responsible for team performance in executing all shipping needs daily including: *packing, labeling, processing, quality control and audits, palletizing, loading trucks*. I was responsible for preparing the hazardous material shipments and responsible for the Mill Tests Reports per customer requests. Answered Warehouse questions all day to keep employees engaged and on task. *UPS Hazardous Material Certified. Dockstocker experience. Workplace video training (Harassment, Safety and Teamwork). Team leadership training levels 3 & 4.*

As a Crossing Guard and Instructor - I learned CPR for adult & Infant with AED units plus Narcan awareness. Workplace video training.

As a past Sales Associate, I offer an extensive background in customer service, sales, client relations, inventory control and merchandising. Self-directed and self-motivated team player who possesses an excellent work ethic.

As an Instructor/owner, Manager and/or a Cashier, I was responsible for handling money transactions, some advertising, strong customer service skills, keeping the work area organized along with opening and closing procedures. Team Leadership skills were needed. Learned CPR.

Highlights

- Cash handling accuracy
- Opening & Closing procedures
- Strong communication skills

Accomplishments

- Detail oriented
- Customer Service skills
- Inventory Control

- Created new inventory control procedures manual.
- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.
- Always improved myself in any position from sales to manager.
- Met sales quotas

Experience

SME- Subject Matter Expert- Warehouse Associate Level 4
Ferguson Enterprise - Coxsackie, NY 12051 Sept 2022 to Jan 2025
Responsible for Team performance in executing all shipping needs daily including: packing, labeling, processing, quality control and audits, palletizing, loading trucks. Answered Warehouse questions all day to keep employees engaged.

Nassau County Crossing Guard
Nassau County Police Department - 3rd Precinct Sept 2019 to March 2021
Responsible for the children's safety during school traffic

Kickboxing Instructor-3rd degree black belt
New Generation Karate School - Franklin Square, NY Sept 2019 to March
 2020 *Responsible for class curriculum several days during the week*

Face Painter/Balloon Artist Jun 2012 to March 2021
Patsy the Clown Entertainment — Franklin Square, NY
Dressed in costume and performed for children's entertainment

Assistant Receptionist April 2013 to April 2013
First National Administration — New Hyde Park, NY
Temp work- answered phones, filed clients tax information, made appointments and processed payments for an accounting firm

Stay at home Mother May 2003 to Jun 2012
*Moved to Franklin Square, NY
 I was privileged enough to stay home full time to raise my three daughters.*

Receptionist/Front Desk Oct 2001 to May 2003
Champ's Collision Center — Kenner, LA **Pep Boys Auto Store - Harvey, LA**
May 1999- May 2001
Greeted customers, typed insurance claims, answered phones, processed payments

Auto Body Parts Driver
Honda Auto Sales — Kenner, LA
Drove a route delivering auto body parts, handled invoices and payments May 2001 to Oct 2001

Salesperson/2nd Assistant Manager
Started in sales, was interested in inventory control, my district manager created a 2nd assistant mgr position for me to utilize my skills, found \$200,000 in inventory loss within 3 months. Administered all point of sale opening/closing procedures. Operated a cash register to process all transactions. Recommended merchandise based on customer needs. Stocked shelves. Maintained visually appealing and effective displays for the entire store.

Self-Employed Independent Beauty Consultant Jan 1998 to Mar 1999

Mary Kay Cosmetics — Dallas, TX

I generated customers through skin care classes, makeovers, and referrals. Set own goals and quotas. Responsible for maintaining and updating customer profile, paperwork and product orders. Attended meetings.

Self-Employed Karate/Aerobic/Kickboxing Instructor

1984 to Mar 1999

Jefferson Parish Department of Parks and Recreation — Marrero, LA

Taught children and adult classes at multiple locations as needed, handled registrations, testing and payments. Also sold merchandise. Students performed in local fairs, grand openings, malls and appeared in newspapers.

Salesperson

Oct 1997 to Dec 1998

Maison Blanche/Finlay Jewelry Company — Gretna, LA

Met weekly and monthly quotas. Maintained store's operating procedures. Sold fine jewelry i.e. diamonds, gemstones. Handled public relations and customer profiles. Maintained visually appealing and effective displays for the entire store.

Partner Ownership/ Karate Instructor/3rd Degree Black Belt

Oct 1995 to Jun 1997

Rhea Ann Davis' Oriental Martial Arts College — Gretna, LA

Karate Instructor and partner in ownership. Responsible for all procedures of operation: teaching, advertising, taxes, and maintenance. Taught 5 days a week, 3 classes a day. Closed due to overhead expenses exceeding budget & partner closed the doors.

Warehouse worker

Mar 1992 to Jun 1995

Whitmire Pharmaceuticals/Cardinal Health Company — Harahan, LA

Night time worker, stocked inventory. Pulled, packed, invoiced, and shipped hospital orders. Ran computer programs: to invoice, inventory counts and backup monthly reports.

Sales Associate

Dec 1991 to Jan 1992

Bailey, Banks, & Biddle — Gretna, LA

Christmas help only. Sold jewelry, maintained store procedures, met quotas, placed special orders based on customer needs.

Jewelry Store Manager

Jan 1990 to Dec 1991

Worth the Weight — Gretna, LA

Maintained sales quotas, responsible for employees and schedules, administered all store opening and closing procedures. Ordered inventory, maintained customer profiles. Operated a register to process cash, check and credit card transactions.

Sales/Floor Manager

Nov 1989 to Feb 1991

Hisplace Men's Clothing Store — Gretna, LA

Sales Associate (p/t)- Floor Manager (f/t) Recommended merchandise based on customer needs. Maintained knowledge of current promotions, policies, and loss prevention. Operated a register to process all transactions. Won "Top Salesperson" merit award in Oakwood Mall.

Assistant Camp Counselor Jun 1990 to Aug 1990
Jefferson Parish Department of Parks and Recreation — Marrero, LA
Responsible for children's activities for the summer program.

Athletic Instructor for Women Aug 1988 to Oct 1988
Manhattan Athletic Club — Harvey, LA
Instructed women in high end athletic club

Education

UPS HAZARDOUS MATERIAL CERTIFICATION 2023

CPR/AED/Code of Ethics training - NCPD 2019

One Semester of General Studies 1999
Delgado Community College — New Orleans, LA

High School Diploma 1989
West Jefferson High School — Harvey, LA, US

References

Karlee Deaver - Coworker/Friend - Ferguson Enterprises Coxsackie, NY (518) 223-7804

Amber Hanlon - Coworker/Friend - Ferguson Enterprises Coxsackie, NY(518)223-7804

Patricia Conelli
Nassau County 3rd Precinct Police Department
214 Hillside Avenue, Williston Park, NY
PConelli@pdcn.org (516) 573-6315

Patti Toron - Owner
Owner of Patsy the Clown Entertainment Co.
Franklin Square, NY (516) 437-8169
PatsytheClownEntertainment.com

Dave Herman - Owner
New Generation Karate School
184 New Hyde Park Road
Franklin Square, NY 11010
(516) 488-8700

Jerry Bileski
Friend/Neighbor
Franklin Square, NY (516) 398-0556

Debbie Rushton
Friend/Neighbor
Franklin Square, NY (516) 457-1253

Dawn Caple -Supervisor
Jefferson Parish Department of Parks and Recreation
Marrero, LA (504) 349-5000