

Robin Wobig

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Work Experience

Assistant Manager

Werner Maintenance - Henderson, CO
April 2024 to Present

- Maintain customer goodwill by greeting and acknowledge all drivers when he/she comes in.
- Assist in keeping parts department clean and orderly.
- Record all sales and/or driver transactions that occur.
- Identify part numbers needed for repair.
- Use AS400 for all transactions.

Parts Sales

Wick's Truck Trailers - Omaha, NE
November 2021 to March 2024

- Sell products and/or services to repair the problem and meet the customer's needs.
- Maintain customer goodwill by greeting and acknowledge all customers he/she comes in contact.
- Assist in keeping parts department clean and orderly.
- Record all sales and/or customer transactions that occur.
- Uses equipment and resources safely and proficiently.
- Verify receiving documents.
- Follow up on shortages and expedite by reporting to Parts Manager.
- Knowledge of CDK parts operating system.

Optician

Midwest Eye Care - Omaha, NE
August 2021 to October 2021

- Use lensometer to analyze and record eyeglass parameters.
- Identify and satisfy patient complaints.
- Analyze doctor eyewear prescriptions.
- Repair eyewear.
- Administrative duties as needed.

Inventory Specialist

XPO Logistics - Council Bluffs, IA
May 2021 to July 2021

- Maintain accurate inventory counts.
- Ensure quality assurance processes and procedures are followed.
- Perform product counts.
- Stage materials within designated.

- Operate all necessary warehouse equipment and tools.
- Utilize a warehouse management system to maintain appropriate work documents.

Office Clerk III

Nebraska Game and Parks Commission - Lincoln, NE
March 2020 to May 2021

- Answer questions about park activities, lodging and permits.
- Book reservations through Aspira software.
- Work as a team to accomplish park projects, such as painting picnic tables and cleaning up the park.
- Take payment for firewood, ice and other camping necessities.

Dispatcher

Nebraska Humane Society - Omaha, NE
October 2019 to March 2020

- Dispatch Animal Control Officers to a variety of calls.
- Respond to telephone calls from the public.
- Entering and maintaining information on the computer dispatch system and in general files.
- Dealing with difficult people in high pressure situations.

Part Time Drug Testing Technician

Douglas County Corrections - Omaha, NE
October 2019 to January 2020

- Maintain cash drawer of client fees.
- Conduct breathalyzer and mouth swab testing for the 24/7 program participants.
- Complete all documentation of attendance, test results and / or violations.
- Work closely with Correction Officers, Medical staff and Admissions when sending participants back to jail.
- Maintain and stock drug testing supplies.

Records Technician II

Douglas County Corrections - Omaha, NE
January 2019 to September 2019

- Verify accuracy of receipts and monies received from inmates, the public, and via mail.
- Release money from inmate accounts as directed by inmates.
- Organize and maintain records in current, intermediate, and long-term storage.
- Research inmate records using mainframe computer programs.
- Receive, inventory, receipt, and store personal property from inmates.
- Assist inmates transferring to another facility.
- Cooperate with law enforcement and staff conducting investigations.
- Answer telephone calls to the central number, provide basic information regarding department or inmate status and transfer calls as appropriate.

Part Time Drug Testing Technician

Douglas County Corrections - Omaha, NE
January 2018 to January 2019

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Part Time Drug Testing Technician

Owens and Associates - Omaha, NE

November 2016 to March 2018

- Call clients and set up testing appointments.
- Conduct and observe urine specimen process with clients of the same gender.
- Perform instant drug test via hand held devices.
- Maintain appropriate records.
- Perform these duties while observing necessary safety precautions and by using appropriate protective equipment such as gloves, safety glasses, lab coats/smocks, etc.
- Certify the validity of urine test results by signing the Collection and Testing Certification on the Chain of Custody form.
- Enter testing data in the appropriate database on a daily basis.
- Collect and distribute test results to appropriate staff members. Appropriately document prescription medication, phase reporting, and maintain current-phone messages.
- Record information for reports and investigations related to drug testing, including blind sample studies at the contract laboratory, and quality control of non-instrumented handheld devices.
- Maintain the urinalysis program, including supplies, testing equipment, testing schedules, and laboratory organization.

Part Time Medical Transportation

Mid America First Call - Omaha, NE

May 2016 to October 2016

- Removal and transportation of deceased from place of death or medical facility with utmost professionalism and respect for the clients.
- Kept vehicle maintained and well organized.

Customer Service Assistant

Werner Enterprises - Omaha, NE

November 2015 to April 2016

- Books and creates delivery appointments for customer loads with the use of the phone, fax, load cards, and computer systems.
- Troubleshoots any problems with load status, trailer availability, and takes phone calls from customers and Fleet Managers.
- Informs Customer Service Managers of changes to load status, truck and trailer availability, and any other customer service concerns.
- Performs various clerical duties as needed, i.e., report generation, filing, faxing, researching loads, maintaining addendum's.

Annex Supervisor

AAFES - Offutt AFB, NE

September 2015 to November 2015

- Responsible for store operations, including requisition and receiving of merchandise, supplies, and equipment.
- Reconcile daily cash register and safe, as well as prepare daily bank deposit.

- Operate a clean, fully stocked troop facility.
- Minimize all controllable expenses, insure loss prevention procedures are followed.
- Manage stock count and inventories.

Part Time Warehouse Worker

AAFES - Offutt AFB, NE

June 2015 to September 2015

Insured the proper receipt, verification and documentation of merchandise and supplies. As required, posts sell price on documents.

- Recorded discrepancies and damaged shipments initiated corrective action and completes necessary documentation.
- Processed damaged/defective merchandise returned for repair or replacement. Maintained records and took follow up action, as necessary.
- Assisted in taking stock counts and official inventories.
- Maintained compliance with fire, safety, sanitation and security requirements within stockroom area.

Pharmacy Operations Specialist

Applied Underwriters - Omaha, NE

October 2014 to March 2015

- Answer 30-40 incoming pharmacy help desk calls per day.
- Troubleshoot retail electronic pharmacy errors and rejections in live time.
- Reprice and process national pharmacy bills submitted by providers, pharmacies and third parties.
- Prepare and send claimant and prescriber letters explaining Promesa Pharmacy.
- Create and update patient profiles.
- Verify claimant eligibility for pharmacy benefits as prescriptions are presented.
- Maintain network pharmacy contract database, assist with marketing to new independent pharmacies to join the network.

Sales / Web Order Specialist

Speedway Motors - Lincoln, NE

September 2012 to October 2014

- Welcome new customers and set up accounts.
- Manage Mr. Roadster and Pro Racer accounts.
- Monitor web orders for errors or technical difficulties.
- Process orders and answer general customer inquiries regarding products.
- Notify credit department of customer payments; update and maintain customer records.
- Answer average of 100 calls a day in a fast-paced call center environment.

Part Time Retail Clerk / Bakery Assistant

Casey's General Store, Eagle - Lincoln, NE

September 2009 to October 2014

- Managed early morning bakery kitchen; utilized large mixers and other equipment.
- Operated computerized cash register and gas pumps.
- Assisted customers with purchases and participated in corporate sales and promotions.
- Stocked shelves according to company plan o gram.
- Handled general maintenance of store equipment and floors.

Accounting Assistant

Speedway Motors - Lincoln, NE

September 2013 to April 2014

- Reconcile daily cash journal, prepare daily deposit.
- Review and post checks paid, assist with collections.
- Coordinate and process bank wires from customers.
- Reconcile sales counter orders, adjust inventory when needed.
- Reconcile and post vendor invoices and resolve any issues.
- Reconcile PayPal payments, resolving any issues.

Customer Service Representative

Veyance Technologies - Lincoln, NE

September 2007 to August 2012

- Entered faxed and emailed orders and handled average of 80 calls per day.
- Established and maintained effective working relationships with other departments, distributors and outside vendors.
- Corrected billing issues up to \$100 by issuing debits or credits.
- Offered alternative products when specified product was out of stock: products included Industrial Hose, Hydraulics, Aftermarket Parts, and Power Transmission.
- Summarized and distributed weekly back order reports for western Canadian distributors.
- Resolve complaints and conflicts as they related to keeping customers satisfied.
- Communicated issues to management and worked to resolve/settle disputes within company guidelines/ policy.
- Participated in corporate and plant Rapid Improvement Projects.
- Served as member of Environmental Audit Team.
- Earned Circle of Excellence Award in Jan 2011 for exceptional performance.

Support Specialist / Nuclear Pharmacy Tech

Cardinal Health - Lincoln, NE

June 2003 to June 2007

- Managed weekly billing, bi-weekly payroll and monthly sales reports.
- Purchased lab and office supplies using just in time shipping methods.
- Handled accounts payable, accounts receivable and vendor set up.
- Dispensed and drew radiopharmaceuticals under supervision of pharmacist.
- Utilized aseptic technique to clean lab hoods and equipment.
- Monitored and documented radioactive waste for disposal.
- Calibrated and recorded readings for equipment.
- Delivered radiopharmaceuticals using strict DOT and NRC guidelines.
- Addressed customer questions or concerns regarding their account.
- Assisted with corporate and Nebraska state audits.
- Earned Chairman's Award in Aug 2005 for exceptional performance.

Education

BS in Business Administration

Bellevue University - Bellevue, NE

June 2004

Skills

- MS Office (Word, Excel, Access, Outlook)
- On Base
- Logistics
- Dispatching
- AS400
- Cold Calling
- Warehousing
- Payroll
- Billing
- Customer Service
- Salesforce
- Debits & Credits
- Citrix
- Warehouse Management System
- Accounts Receivable
- Demonstrated Ability Working with Diverse Populations
- SAP
- Call Center
- Sales
- Customer Service
- Knowledge of DOT Safety and Drug Testing
- Experience in Emotional High Pressure Environments
- Dispatch
- Aseptic Technique
- Computer skills
- Medical terminology
- Medical office experience