ROYCE JERNIGAN

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OBJECTIVE

To gain experience in a reputable company by providing exceptional customer service and obtain a stable position with opportunity for growth development, while following company objectives

SKILLS & ABILITIES

- Microsoft Office, ULTI Pro, LEAVE Pro
- Task and goal oriented.
- Exceptional time management.
- Personable and approachable.
- Ability to adapt quickly to change, various environments and anticipate customer needs
- Highly developed customer service skills
- Fork Lift and Pallet Jack

EXPERIENCE

FORKLIFT DRIVER, ALLEN COMPANY

APRIL 2019 – CURRENT

- Unload and load trucks with a Forklift
- Warehouse Inventory
- Receiving
- General maintenance on a Forklift

LEAVE OF ABSENCE CASE MANAGER, REEDGROUP

FEBRUARY 2017 – APRIL 2019

- Client information entry
- Manage and open all FMLA and Short Term Disability leaves for various clients.
- Main contact between doctors and patients
- Scheduling follow up for doctors and patients
- Reviewed federal documents
- Answer high volume phone system

DAMAGE PREVENTION SPECIALIST, UTILITQUEST

JULY 2016 - JANUARY 2017

- Located gas and utility lines for Xcel Energy, using various technical tools
- Documented results into company database
- Provided direct customer service with clients
- PM and contractor meetings for utility and site locating
- PM work order entry
- Responsible for company vehicle and maintenance
- Emergency On-call service

RECEIVING, INTERSTATE WAREHOUSEING
DECEMBER 2013 – JULY 2016

- Responsible for daily deliveries and receiving
- Worked with management on daily inventory administration
- Data entry of daily inventory

GROCERY LEAD, MILE HIGH ORGANICS/MELON HEAD LLC
MARCH 2010 – NOVEMBER 2013

- Customer set up
- Customer order entry
- Responsible for purchasing
- Managed daily shipping and receiving
- Delivery and route scheduling

EDUCATION | **GEORGE WASHINGTON HIGH**, DENVER, CO
DIPLOMA

REFERENCES | **AVAILABLE UPON REQUEST**