

Ryan Harber

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To creatively and efficiently utilize my skills and knowledge in a company that values the principle of total customer satisfaction. With my experience, I will apply my skills to benefit and enhance those I work jointly with so we may accomplish goals and tasks together as a team.

EXPERIENCE

U-Haul, Anaheim Hills—Assistant Manager

January 2021-Current

Assist customers inside and outside U-Haul Center with U-Haul products & services. Use smartphone-based U-Scan technology to manage rentals and inventory. Move and hook up U-Haul trucks and trailers. Clean and inspect equipment on the lot including checking fluid levels. Answer questions and educate customers regarding products and services. Prepare rental invoices and accept equipment returned from rental. Perform final evaluation of vehicles. Verify all necessary repairs have been completed. Report any and all repair deficiency. Navigate U-Haul's electronic parts catalog and pre-inspection checklist. Perform profit/loss analyses. Hire and mentor new team members. Track and itemize inventory. Ensure customers receive the highest quality of care. Keep track of fuel receipts and petty cash. Clean, monitor premises, and maintain a secure environment. Run daily operations of center in General Manager's absence. Make moment-to-moment decisions to allocate time and resources to appropriate projects. Manage and assign your team to ensure that customers receive an excellent first impression and the highest quality of care. Miscellaneous duties such as installing hitches, brake controllers, etc.

ABS HEALTH, Garden Grove — Behavioral Aide

February 2021- January 2022

Work directly with individuals and implement person-centered goals and activities. Assist with activities of daily living, community integration and employment. Maintain all written daily documentation (meaningful case notes, logs & assessments, etc.) Drive the Company Van to transport individuals. Work directly with individuals with Autism Spectrum Disorder in the home, community, or center based setting. Collect behavior data, skill acquisition data and session notes each session. Maintain professionalism and client confidentiality at all times.

JRM Security, Irvine— Security/Guard

June 2020- Current (Seasonal Summer)

Occupied security mags, applied safety procedures, exercised security equipment like wand. Greeted Customers, Established Exceptional Customer Service, Check to ensure all customers issues were resolved, Strong Performances in providing a safe environment for everyone. All company goals met and exceeded.

SKILLS

5 years of Excel experience
5 years of Word experience
7 years of Customer Service experience
2 years of Managing experience
OSHA Forklift Certified

Western Tools & Supply, Tustin — Assistant Manager & Driver

December 2019- January 2021

Pulling orders in a timely fashion for daily delivery routes using RF scanner Assist with loading and unloading driver's vehicle. Responsible for ensuring timely departure times for local delivery drivers. Receiving, processing items from UPS and other locations accurately and efficiently shipping orders from stock to customers using different freight carriers i.e. boxing, weighing and creating shipping labels back up delivery drive as needed, multiple route cycle count products and report it in system on a scheduled basis using an RF scanner.

Stiizy, Los Angeles - Warehouse/ Inventory

January 2019- October 2019

Perform daily, monthly, yearly audits and reconciliations, Maintain a diverse product selection, Coordinate product orders based on projected needs, develop and implement a product merchandising strategy, Maintain an organized vault/inventory storage space.

FedEx, Anaheim— Warehouse

November 2018- December 2019

Primary job duties include ensuring successful transfer and delivery of goods to intended destinations. Additional responsibilities include sorting packages for delivery, operating heavy machinery, and, on rare occasions, picking up and delivering packages.

Amazon, Irvine— Warehouse Lead & Driver

March 2017- October 2018

Distribute products to customers promptly, Deliver a wide variety of items to different addresses and through different routes, Follow routes and time schedule. Complete logs and reports. Load, unload, prepare, inspect and operate a delivery vehicle.

JcPenney's, Carson— Sales Lead

June 2014- September 2016

Check to ensure all sales were met in end of the day report, Inventory, Established work schedules, Sales Training

EDUCATION

Long Beach City College, Long Beach, CA— In Progress

August 2019- Current

Part-time Student Majoring in Communications

Somerset High School, Bellflower, CA— *Diploma*

September 2012- May 2016