

Shanese Bennett

Philadelphia, PA 19104

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- I have 11+ more years of customer service skill, and 2 years of fulfillment associate skills.
- I love working with people, and working in a positive environment. I'm catch on to training very easily .
- I don't mind working alone or working in group because I will not get distracted because I will always put my work first.
- I am very loyal to any company I work with as well.

Willing to relocate to: Yeadon, PA - Folcroft, PA - Philadelphia, PA

Authorized to work in the US for any employer

Work Experience

Mailroom Associate

ECFMG - Philadelphia, PA

November 2021 to Present

- Sorts and opens, reviews, and routes to the appropriate individuals/departments at ECFMG and FAINER incoming hardcopy mail, documents and packages. For certain incoming documents, routing decisions are based on review of the materials.
 - Documents the destination of routed mail within the office.
 - Distributes sorted and routed mail, documents, and packages to internal destination.
 - Collects, prepares and processes outgoing mail and packages.
 - Provides assistance to other staff in locating mail and packages and answering department work-related inquiries.
 - Receives and distributes office supplies to departments and basement storage area.
 - Maintains inventory in supply room and basement storage area.
 - Communicates with vendors for shipping and tracking of mail and packages.
 - Moves furniture and sets up meeting rooms.
 - Distributes and retrieves hardcopy files to/from ECFMG staff.
 - Print and mail documents via courier software and website.
- Contributes to an Efficient and Effective Operational Unit
- Traces documents and shipments using computer spreadsheets and Internet.
 - Assist in training new staff.
 - Provides input on department procedures.
 - Research addresses via the internet
 - Emails ECFMG applicants to obtain correct mailing address
 - Performs other duties assigned by supervisor.
- Contribute to Process Improvement Within Department
- Enters data and information concerning large numbers of courier shipments in computerized spreadsheets and in various software applications, including courier shipping programs.
 - Prepares certain mail and documents for scanning.
 - Scans and indexes large volumes of documents.

- Prepares large volumes of documents for scanning and indexing.

Document Processor

GRM Document Management - Philadelphia, PA

March 2020 to July 2021

- Receiving and processing incoming documents, including texts and audio-visual file formats.
- Organizing documents according to classification categories.
- Filing hardcopy documents and electronic file formats.
- Copying, scanning, faxing, and emailing documents.
- Storing documents and distributing documented materials to intended recipients.
- Securely discarding duplicate and obsolete documents.
- Archiving, retrieving, and distributing filed documents on request.
- Ordering and replenishing office supplies.
- Managing the maintenance and repair of office equipment.
- Performing other administrative duties, when required.

Fulfilment Associate

Beautylish - Philadelphia, PA

October 2017 to July 2020

- Accurately picking items from inventory and incepting orders
- Neatly wrapping each product
- Carefully packaging orders for shipment
- Folding,preparing and assembling shipping materials
- Handwriting personalized notes for customers
- Meeting daily goals to get orders shipped on time to customers all over the world
- Receiving,unpacking,and organizing incoming inventory shipments
- Maintaining a clean and safe workplace
- Training new employees

Customer Service/Inventory/Food service

wawa - Philadelphia, PA

June 2010 to October 2017

- Maintenance and cycle counts maintain accurate article level inventory, follows proper vendor check in processes, and provide housekeeping for the store.
 - Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.
 - Support and follow all safety and security initiatives.Ensure the proper execution of assigned foodservice programs and procedures
 - Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard, Inspect all food items in deli to ensure the proper temperature and freshness. Maintain the quality of all food items.
 - Check computer for orders and begin filling by making food according to customer specifications and requests.
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- Assisted customers with a warm and professional attitude
 - Answered general questions
 - Answered calls from customers
 - Resolved customer information and complaints

Education

Bachelor's degree in Criminal justice administration

University of Phoenix-Online Campus - Phoenix, AZ

February 2023 to Present

Associate in Criminal Justice

University of Phoenix-Online Campus - Phoenix, AZ

September 2020 to August 2022

Certificate from Kaplan institute

Kaplan institute - Philadelphia, PA

September 2013 to October 2016

High school diploma

Imhotep Charter High School - Philadelphia, PA

2006 to 2010

Skills

- Active listening, Adaptability, Critical thinking, Computer skills, Customer service , Interpersonal skills, Problem-solving , Time management , Transferable skills, Teamwork, Willingness to learn (10+ years)
- Customer Service (10+ years)
- Office Microsoft (10+ years)
- Office Experience (10+ years)
- Fullfilment (3 years)
- Phone Etiquette (10+ years)
- Microsoft Office (10+ years)
- Computer Skills (10+ years)
- Warehouse Experience (2 years)
- Packaging (2 years)
- Typing (10+ years)
- Food Preparation (10+ years)
- Food Service (10+ years)
- Food Safety (10+ years)
- Clerical experience
- Basic math (10+ years)
- Order fulfillment
- Inventory control
- Heavy lifting
- Shipping & receiving
- Logistics (10+ years)
- Windows (10+ years)

- Quality control
- Order picking
- Restaurant experience
- Dental receptionist
- Dental office experience
- Medical office experience
- Records management (10+ years)
- Document Management (10+ years)
- Process Improvement (10+ years)
- Office Management (10+ years)
- Microsoft Word (10+ years)

Assessments

Customer focus & orientation — Proficient

February 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Receptionist — Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

Cleaner fit — Highly Proficient

November 2020

Measures the traits that are important for successful cleaners

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.