

Shelton Nichols

Little Rock, AR 72205

sheltonnichols2_bn9@indeedemail.com

+1 325 668 9675

Please ask me!

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

IHOP cook

IHOP - Little Rock, AR

June 2022 to Present

Prepping, cooking, plating , frying, dishwasher, general area upkeep, cleaning

Warehouse Manager

Cantrell Design Center - Little Rock, AR

August 2019 to February 2020

- Scheduled daily operations and tasks for multiple associates and contractors.
- Received orders and shipped refuse or defective items.
- Unloaded delivery vehicles and stocked inventory.
- Delivered customer goods and flooring material.
- Fulfilled forklift operations during loading and unloading operations.
- Maintained digital inventory system.

Technical Support Analyst

Varec Inc - Norcross, GA

May 2016 to September 2017

- Utilized local CRM/POS software to document and create work orders for computer hardware and to track and receive failed equipment end clients.
- Individually audited the Defense Logistics Agency lines of accounting support program and interface; accurately reconciled \$1.43B military, government and commercial accounts.
- Upheld stringent corporate business regulatory processes; zero audit discrepancies
- Ticketed approximately 200 software issues and personally closed 150 incidents, 75% faster than the average analyst, subsequently promoted within 8 months of employment.
- Strategically evaluated each client issue and made precision decisions in order to determine the proper troubleshooting method to be deployed.
- Participated on team and special projects for cross organizational implementation to improve product, service quality and to improve client satisfaction.
- Owned work stoppage issues involving cloud-based networks, unlocked 80 user accounts, allow user to maintain day to day operations.
- Managed and maintained 800 client accounts and provided support to the call center to resolve issues and concerns in a timely manner.

Service Center Accountant

US Airforce - Spokane, WA

December 2010 to May 2016

- Accounted for 124 million-gallons of jet fuel. Reduced \$409 million fuel loss discrepancy.
- Personally analyzed 10,000 goods and services transactions. Ensured flawless end of fiscal year closeout and reconciliation.
- Validated 3,000 off site sale transactions and ensured the reimbursement of \$17 million to owning sites establishment.
- Managed Defense Logistics Agency's (DLA) file plan. Organized 20,000 documents and 42 disposition schedules, resulting in flawless audit discrepancies.

Distribution Operator

US Airforce, United States, Asian, and Europe

August 2003 to May 2010

- Provided 10,000 gallons of aviation fuel support during unscheduled stop of National Air Borne Operations Center. (POTUS support)
- Maintained 15-minute response time to parking aircraft. Beat the Air Combat Command's proposed 30-minute requirement by 50%.
- Quickly learned multiple job tasks, under minimal employee staffing. Qualified 8 months ahead of qualification schedule.

Education

Bachelor of Science degree in Management

Arts Institute of Atlanta Bachelor

June 2020

Associate Degree of Applied Science in Logistics in Logistics

Community College of the Air

December 2013

Skills

- ACCOUNTING
- RECONCILIATION
- AUDITING
- OPERATIONS
- CUSTOMER SUPPORT
- CRM
- DATABASE
- SCHEDULING
- PROCUREMENT
- BOOK KEEPING
- MICROSOFT OFFICE

- Warehouse Management
- Microsoft Outlook
- Excel
- Classroom Experience
- Microsoft Word
- Program Development
- Forklift
- Pallet Jack Experience
- Logistics
- Shipping
- Shipping Receiving
- Lean
- English
- Help Desk
- Operating Systems
- Computer Hardware
- Supply Chain
- Software Troubleshooting
- Process Improvement
- Food service
- Supervising experience
- Time management
- Restaurant experience (5 years)
- Warehouse experience
- Communication skills
- Freight
- Basic math
- Computer literacy
- Computer skills
- Algebra
- Military Experience

Military Service

Branch: United States Air Force

Rank: E5

Certifications and Licenses

ServSafe

Secret Clearance

Forklift Certification

Assessments

Problem Solving — Completed

December 2019

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Completed](#)

Mechanical Knowledge — Proficient

August 2019

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: [Proficient](#)

Delivery Driver — Completed

August 2019

Interpreting instructions, reading maps, and solving problems.

Full results: [Completed](#)

Attention to Detail — Completed

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

Cooking skills: Basic food preparation — Highly Proficient

January 2021

Preparing food, using cooking equipment, and converting ingredient measurements

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.

Additional Information

Skills include:

Safe Serve

- Call Center experience
- Supervision experience
- Auditing experience
- Book Keeping
- Procurement, Acquisition, Accounting. Reconciliation experience
- Green Belt Lean Sigma Experience

- Cloud based operations knowledge and CRM software
- Computer software and hardware troubleshoot and install/uninstall
- 10yrs+ Customer Support and Management experience
- Scheduling experience
- SQL database raw data knowledge
- Microsoft Office Suite Proficient
- High Tempo Leadership and Teamwork Experience
- Ability to multi-task
- Ability to work independently