

# Soltavious Jackson

Escondido, CA 92026

[soltavious9966\\_8ev@indeedemail.com](mailto:soltavious9966_8ev@indeedemail.com)

+1 760 443 4691

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## Work Experience

---

### **Lead Customer Service Clerk**

United Oil-Escondido, CA

February 2018 to December 2023

- Give constant directions to team members to ensure that all customer inquiries are rightfully attended to on time and in the best way possible to give them satisfaction
- Create better modes of operations to make customer service easier for both team members and customers
- Make provision for a change of mode of operation when the existing one isn't yielding maximum results
- Give detailed statistical feedback on performance of team members to the management for staff evaluation and reward purposes
- Aid team members who are experiencing difficulties in the discharge of their duties by putting them through and giving them personal coaching
- Ensure that all equipment and appliances needed by the customer team members are available and in good condition to enable smooth flow of operations and customer satisfaction
- Step in to attend to customers that are proving difficult to team members and resolve their complaints
- Delegate different customer service duties to team members to ensure a faster and smoother flow of operation through division of labor

### **Warehouse Associate**

Fed Ex-Escondido, CA

October 2020 to May 2023

- Received stored and dispatched materials
- Monitored shipping forecast for the planning of storage capacity
- Managed inventory levels to maintain inventory demands
- Solicited and ordered necessary supplies parts materials and equipment
- Answered phones handling routine staff and public queries or forwarding calls to proper parties
- Handled required paperwork
- Filled orders by checking and picking wrapping packing shipping and loading and unloading inventory
- Conducted daily cycle counts and management of workloads
- Reported shortages rotation product movement and maintenance of warehouse
- Recorded all documentation using SAP computer solutions for maximal results in receiving and shipping ratings
- Responsible for clean and safe work environment

### **Warehouse Associate**

Amazon Fulfillment-Escondido, CA

January 2019 to October 2022

Receives, inspects for accuracy and condition, accepts, processes and stores incoming warehouse materials, inventory and returned products

Picks, packs, and ships warehouse requisitions (service orders) for home office departments and branches

Ships filled orders and tracks shipments using shipping carriers' automated systems

Performs scheduled inventory cycle counts and reconciliation of warehouse items

Operates warehouse equipment including pallet jack and forklift

Provides status updates to supervisor

Fundamental warehouse operations and safety requirements

Fundamental receiving, storage, and inventory control procedures

Organizational and time management skills sufficient to prioritize workload, manage multiple tasks and meet deadlines

Following safety practices and recognizing hazards

Operating standard office equipment and using required software applications including MS Office products, carrier shipping systems and in-house programs

Work efficiently and accurately in an atmosphere of frequent interruption and changing work volume

Constructively work under stress and pressure when faced with high workloads and daily deadlines

### **Shift Leader**

AM/PM Mini Mart-Escondido, CA

February 2013 to January 2018

- Create schedules for shift members and ensure that they abide by them throughout.
- Oversee the work of gas station attendants to ensure delivery of excellent customer services
- Monitor cash and credit or debit card transactions, ensuring that receipts and change are tendered
- Distribute all necessary tasks to gas station attendants and cashiers and oversee the quality of their work.

## Education

---

### **High school diploma**

## Skills

---

- Warehouse Supervisor Experience
- Shipping & Receiving (4 years)
- Warehouse Management
- Pallet Jack
- Order Picking
- Warehouse Experience
- SAP
- Forklift
- Load & Unload
- Logistics (3 years)
- Warehouse Distribution Experience
- Manufacturing
- Freight Experience

- Packaging
- Materials Handling
- Quality Control
- ERP Systems
- Heavy Lifting
- Microsoft Word
- Inventory Control
- Supply Chain (2 years)
- Distribution center
- Order picker
- Restaurant experience
- Leadership
- Customer service

## Certifications and Licenses

---

**Forklift Certification**

**Pallet Jack Certification**