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📁 Work experience

04/2009 – 10/2014
Lithia Springs, USA

Receiving Dock Clerk **•Materials In Motion**

- Maintained control and accuracy of inventory by performing scheduled cycle counts as required
- Inspect all orders that were received in
- Monitored all inventory issues and ensured effective resolution for all departments
- Verified all items making sure none damaged
- Replace and or repair all damaged items
- Put away all stock that has been received from production
- Organize stockroom, keeping all items and merchandise in order an place
- Assisted in developing solutions to specific problem areas.
- Audit all transactions that affect inventory and variances.
- Using RF Scan gun verify order product making sure all items are correct
- Troubleshoot inventory variances and identifies root causes.
- Responded to incoming calls from customers professionally and quickly
- Utilize all tools to properly support customers and their reason for calling
- Accurately update and maintain cardholder data in appropriate databases.
- Maintain confidentiality in a highly secured environment
- Request updated information for customer calls using proper database
- Answered customer questions in person and on the phone
- Handled customer complaints in a professional manner
- Provided information about products and services
- Processed customer orders
- Tracked inventory levels and ordered supplies as needed
- Maintained cleanliness in the work areaPrepares equipment ½ to 1 hour prior to shift start to run scheduled product.
- Responsible for daily minor and major repairs as well as performing with the preventative maintenance team when necessary.
- Must possess mechanical expertise to insure production levels and overall efficiencies on a continued basis.
- Assists Packers and Quality Control in required paperwork.
- Must log and maintain records on packaging and raw material loss.
- Wrap protective material around product.
- Package materials and products by hand.
- Must follow all GMPs and Safety guidelines.
- Wrap protective material around product.
- Package materials and products by hand.
- Determine product to run per production orders.
- Know how to drain product auger and clean line as needed and do change overs.
- Can change back and front foil for product.
- Does all necessary machine adjustment concerning photo eye/foil tracking, tooling, coder, labeler, machine computer, filler computer, Videojet unit.
- Adjust machine speed to optimum level.
- Adhere to all safety rules and regulations.
- Regular attendance on the job, dependability and reliability are required.
- Sense of ordinary care to prevent material losses or damages to product.



10/2014 – 09/2017
Atlanta, USA

- Assist mechanics in trouble shooting/repairing all production machines

Customer Service Representative Kaiser Permanente

Responsible for enrollment, billing activities and maintaining assigned accounts.

- Responds to incoming calls and may initiate outgoing calls, providing customer service to plan members, providers and employer groups by answering benefit questions, resolving issues and educating callers.
- Verifies enrollment status, makes changes to records, researches and resolves enrollment system rejections; addresses a variety of enrollment questions or concerns received by phone or mail.
- Responsible for all billing and delinquency processes for assigned groups.
- Ensures accuracy and timeliness of the membership and billing function.
- Responds to inquiries concerning enrollment processes.
- Maintains enrollment database.
- Orders Identification Cards.
- Determines eligibility and applies contract language for each case assigned.
- Performs error output resolution for electronic eligibility and processes error discrepancy list.
- Bills, collects premiums and reconciles payments.
- Maintains and reconciles premium bill, self-bill and individual billed accounts.
- Notifies clients of premium discrepancies through payment adjustment notices and detailed audits.
- Fully proficient in all key areas; performs most complex work.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.
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09/2017 – 08/2019
Atlanta, USA

Q.C Lead/Order Picker Burris Logistics

- Ensured that all perishable goods were stored properly prior to loading
- Product and Material handling
- Sorting
- Attention to detail
- Production Control and Testing
- Quality Assurance
- Manually stack product on pallets
- Using sit down forklift, stack trailer with product as needed
- Secure all bulkheads by strapping them into the trailer
- Maintain a clean and orderly work environment
- Utilize proper safety lifting and twisting
- Create order pick slips
- Pick orders accordingly using electrical pallet jack.
- Assist with loading and unloading trucks
- Move items to staging area using a forklift or pallet jack
- Ensure items are packaged safely before shipping
- Input shipping information into computer system
- Log any shortages or damages
- Maintain a clean and safe workplace



Work experience

Read blueprints and instructions to comprehend the quality expectations for the product and supplies
Approve or reject raw materials with respect to quality standards and record supplier performance
Select output samples and check them using appropriate methods (measuring dimensions, testing functionality, comparing to specifications etc.)
Use automated systems to perform complex testing procedures
Maintain records of testing, information and various metrics such as number of defective products per day etc.
Inspect procedures of the entire production cycle to ensure they are efficient and comply with safety standards
Monitor the use of equipment to ensure it is safe and well-maintained and discard any that doesn't meet requirements
Prepare and submit reports to the quality manager

12/2019 – 10/2022
Forrest Park, USA

Administrator/ Receiving Clerk AmeriCold Logistics

- Manage data in spreadsheets and reports
 - Keep records and reports up to date
 - Help maintain the budget plan
 - Organize and schedule meetings and events
 - Supervise other staff and delegate responsibilities
 - Handle technical issues in their area of expertise
 - Carry out clerical duties, including answering phones and preparing documents
 - Accurately receive inbound freight utilizing an RF based Warehouse Management system.
 - Accurately record code date, lot numbers, manufacturing numbers, etc. as required.
 - Ensure that the correct product is received by the facility free of damage, infestation, and in correct quantities.
 - Properly tag and distribute received product to pick slot and rotation
 - Put away product in correct temperature zones using a pallet jack or forklift.
 - Perform pre- and post-trip inspections, and safely operate all mechanical equipment. Report any unsafe acts.
 - Maintain proper and safe lifting techniques.
 - Accurately receive inbound freight utilizing an RF based Warehouse Management system.
 - Answer phones assisting customers with bills for intake, loading and u loading.
 - Stage drivers, early and late loads until ready for door number
 - Input all drivers information into WIN system
 - Arrive and Depart immediate loads that are early or late using ONE Network system
- Assemble all medical kits using the proper procedure manual.

11/2022 – 08/2023
Atlanta, USA

Material Handler Abbott Medical Lab

Received incoming materials from the vendor and put away once finish inspection. shipped using fedex system, help out in other area like boxing when my work load is light. enter all sub assy and finish goods in the system, unpack delivery shipments and compares packing lists to purchase orders, ensuring accurate deliveries, also package products so that they can be shipped back out. Removes packing materials or stock items from their inventory.

- Answering customer questions, providing information, taking and processing orders and addressing complaints
- Answering phone calls and calling customers and vendors to follow up on appointments and deliveries
- Compiling, maintaining and updating company records
- Managing office inventory and working with vendors to ensure the regular

Work experience

- supply of office materials
- Setting up appointments, scheduling meetings, distributing reports and managing the correspondence between the office and external bodies
- Compiling and maintaining records of office business transactions
- Training, onboarding and supervising junior clerks
- Operating office equipment including printers, copiers, fax machines and multimedia instruments
- Pull all materials for production daily build schedule and make sure that its transacted to the system. replenish kanban in the clean room in timely manner to prevent line down situation. received incoming materials from the vendor and put away once finish inspection. shipped using fedex system, help out in other area like boxing when my work load is light. enter all sub assy and finish goods in the system
- Assemble all medical kits accordingly using the proper procedure guide and once completed prepare it for final testing and packaging.
- Monitor the use and maintenance of the industrial equipment in a facility, include performing maintenance, preparing machinery for use, and running the controls in compliance with current occupational regulations.
- Assists Packers and Quality Control
- Assist mechanics in trouble shooting/repairing all production machines.
- Place the work-piece either manually into the machine or a through-feed will automatically place the work-piece in the correct position.
- Once in position, use hydraulics pressure, the machine press will then push the plate or die against the surface of the work-piece.
- Then work-piece's shape will deform into the shape required by the manufacturer.
- Loading table
- Press
- Unloading table
- Down-acting
- Up-acting
- Lockout- Tagout
- In case machine needs repair I would have to preform lockout tag out safety procedure

Education

03/2008 – 05/2008
Austell, USA

General Studies | GED
Cobb Adult Education

Windows, Sitdown
Forklift, Woodworking
Press Machine,
Fabrication Machine
Operator, Cherry Picker,
walkie, electrical pallet
jack Cardiology, Medical
Billing, Patient Care, Front
Office, Epic, Scheduling,
Medical Records, EMR,
Billing, Filing, Outlook,
Time Management, Word,
Microsoft Office, Filing,
MS Office, Microsoft
Office, Outlook,
Receptionist, Time
Management, Word,
coding, Customer Service,
Call Center, Customer
Care, Medicaid

