

Summer Matautia

Logistics Clerk/ Customer Service Representative

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4800 Clair Del Ave Apt 318
Long Beach, CA 90807

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Objective

Seeking an opportunity at a well-respected organization that will utilize my skills provided by my versatile background. Known to go above and beyond for the customer, carrier, and company.

Experience

Nippon Express - Logistics Customer Service Clerk / Warehouse

DECEMBER 2021 - PRESENT, Rancho Dominguez, CA

Maintain relationships with carriers and customers while solving issues they might come across.. Schedule pick ups for LTL & FTL shipments via outlook/ phone. Physically checked orders to ensure product quantity matches pick slips before creating BOLs on **Oracle**. Operates RF scanning gun to receive freight from incoming containers also putting away freight systematically into inventory. Ship packages via UPS World ship and FedEx Ship Manager. Sends empty notifications to freight companies and requests ASNs for incoming containers.

C & F Enterprises / Warehouse Clerk

JULY 2018 - APRIL 2020, Torrance, CA

Ensure all inbound and outbound shipments are accurate in a warehouse/ office setting. Creating BOL's manually using a warehouse management system. Create invoices for each order. Working with customers and brokers to set appointments for pickups. Check in drivers and prepare paperwork for preloaded trailers and live loads. Keeping up inventory counts of all freight for customers.

LD Products / Customer Service Representative

JANUARY 2018 - JULY 2018, Long Beach, CA

Input over-the-phone sales quotes and orders as well as purchase orders into more than one system. Providing the proper customer service for our customers that receive defective products, as well as tracking for the items. Experience with issuing refunds and store credit for posted sales invoices.

Hobby Lobby / Lead

NOVEMBER 2016 -OCTOBER 2017, Lakewood, CA

Assisted customers in searching for product that fit their project needs. Stocked shelves, set up displays, and maintained inventory. Proficient knowledge of POS system. Unloaded trucks and sorted product for my department. Assisted with setting up store from ground-up.