



Tyler Hines

937-336-7116 Tyishines@icloud.com 10 Pleasant Ave Trotwood, OH 45426

I am a dedicated multi-tasking professional with ten (10) years of experience in the customer service industry. I have the proven ability to handle a high volume of customer calls in a fast pace environment, with minimum supervision while maintaining emphasis on the highest quality of customer service. I have excellent listening skills, oral and written communication. I will work hard to drive revenue as well as profit through identifying and capitalizing on new opportunities. I am comfortable with interacting with all levels of Management, excellent problem solving and negotiating skills. With the abilities to make decisions independently and quickly with minimal escalations.

Experience

WAREHOUSE MANAGER, ARCANI COIL CARE; TROTWOOD, OH – 2020-PRESENT

I answer emails for bulk orders, provide escalated customer service, modify/cancel/reship orders, print shipping labels, keep inventory, order inventory, manage shipping team, check quality of products and orders packaged, operate machines when needed.

IPC AREA, CATERPILLAR; CLAYTON, OH – 2017-2020

Drove forklifts, order pickers, tug trains, packaged parts, unloaded trailers, labeled parts, used a RF gun to scan parts in designated areas, picked boxes, delivered parts to work stations, ran ip01 (express orders)

LIVE CHAT CSR, VICTORIA'S SECRET DIRECT; KETTERING, OH 2015-2017

Provided customer service through instant message to three customers at a time, placed/modified orders, helped customer to a personal shopping experience, provided first chat/call resolution, helped with website errors, troubleshoot offer codes

Education

Belmont High School, - 2011- Dayton, Ohio - Diploma, 3.5 G.P.A.

Skills

Highly skilled communicator with ability to interact internally, externally and cross culturally, innovative thinker and tenacious problem solver, excellent leadership and learning skills

Integrity, strong work ethic and committed to achieving goals, I have advanced experience in computer software, Microsoft office, word, excel and PowerPoint and I can type 50 wpm