

Victoria Adeshina

Customer Service Representative

Canton, MI 48188

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To obtain a position in a fast paced environment where I can maximize my customer service skills, analytical and organizational skills. I am proficient in sales, customer service and helping others to find their needs so that customer satisfaction is achieved.

Authorized to work in the US for any employer

Work Experience

Inventory Clerk

Actia Electronics - Romulus, MI

March 2023 to Present

- Supply electronic components to the manufacturing lines
- Count materials and components in stock
- Maintain counts and accuracy in movex
- Assist in the receiving of goods into the warehouse
- Assist in the packing of outgoing shipments from the warehouse
- Contribute to continuous improvement activities
- Maintains safe and clean working environment by complying with procedures and safety rules.
- Keep track of inventory through FIFO by pulling from the oldest date code.
- Keep storage stocked on Kanban for Assembly line

Inbound/Outbound Clerk

Comprehensive Logistics - Detroit, MI

July 2022 to March 2023

- Verifies and organizes distribution of incoming/outgoing products.
- Prepares related documents.
- Maintains shipping/receiving area.
- Maintain records of all outgoing and incoming shipments from and to the warehouse with CMMS.
- Prepare shipping documents along with the correct mailing labels and ensure that all orders are correctly fulfilled.
- Reconcile waybill, bill of lading with bill of materials and actual shipment arrivals.
- Ensure that the goods delivered to the warehouse are in accordance with approved orders and the associated bill of lading or invoice.
- Maintain the automated inventory management system to ensure that actual physical inventory matches the database logical inventory.
- Complete all legal formalities, procedures and paper work for receiving/shipping the goods.

Production Operator

Yapp Automotive - Romulus, MI

September 2021 to June 2022

- Following the job instruction provided by the Group Leader.
- Meeting daily job assignment standards. Ability to rotate within the assigned work station in a line or within other lines.
- Immediately inform the Group Leader/Team Leader of any visual and/or physical defects in production pieces that appear at your work station. Reference operation instructions.
- Trim pieces without creating any defects. Perform additional trimming of flash to enable a part to meet customer standard and requirements.
- Ensuring that no defective pieces are packed.
- Record any non-conforming parts on the productive reports.
- Ensuring all conforming parts are correctly packed according to packaging standards.
- Ensure that all aspects of his or her area of responsibility is in full compliance with the quality system in place at the operation at all times.
- Ensure there are no quality or production interruptions due to lack of giving or seeking information by fully informing the Production Manager of all events affecting production and the shift.
- Maintain a productive working environment by good communication, cooperation, positive habits and attitudes.
- Record information on scrap sheets and/or downtime sheets regarding scrap parts, and information about machine, equipment and fixture problems.
- Follow company safety rules 100% of the time.
- Reading, understanding and complying with company safety rules as designated by the YAPP USA Automotive Systems, Inc. Employee Handbook and outlined by the Job Safety Guide.
- Take action to promptly correct or remove all workplace hazards and unsafe work conditions

Automotive Detailer

Detail Bros. - Westland, MI

June 2019 to March 2020

- Cleaning vehicle interiors and exteriors in compliance with all company standards and client requests.
- Using cleaning, protective, and restorative agents to maintain and enhance the appearance of vehicles.
- Following all company and safety procedures.
- Ensure quality work is done before moving on.
- Showing great attention to the details, as it is important that we clean each car thoroughly. (Every nooks, visors, and seat racks as well as door jams)
- Moving and parking vehicles, delivering vehicles to correct locations, or picking owners or drivers up if needed.
- Helping Manage inventory and reordering supplies.
- Responding to client inquiries and fulfilling their requests.
- Completing all jobs to quality, on a daily basis.
- Collect customers payments using Square for credit/debit payments and cash

Dispatcher

Metro Cars - Taylor, MI

August 2018 to March 2020

- Provides communication support for the dispatch by exchanging charter information with chauffeurs via two-way radio .
- Provide chauffeurs with route directions to specific pick-up and drop-off locations
- Assign and cancel trips and follow-up runs, as designated to chauffeurs in a effective manner
- Manage rotation of vehicles through pre-designated locations such as Airports, Hotels, etc.
- Assist the Customer Service Department with securing and verifying client reservations when necessary

Labor Worker

Labor Rocket - Canton, MI

June 2018 to August 2018

- My position involved duties such as breaking down, binding, building, banding, shrink wrapping, and stacking plastic and wooden pallets 50-75lbs continuously for 8hours.

Package Handler

FedEx Ground - Livonia, MI

February 2018 to June 2018

My position responsibilities are to lift, carry, push and pull packages on a continuous and repetitive basis for shifts of two to four hours. One of my accomplishments is being able to discern numbers and information in order to sort packages correctly.

Receptionist and Administrative Assistant

H&R Block - Westland, MI

December 2017 to March 2018

Greeting clients in a personalized, friendly, and inviting manner.

Matching clients with the best-suited tax professional for their needs.

Scheduling clients how they would like to be scheduled.

Handling client exits by ensuring all current and future needs are met.

Maintaining office cleanliness and organization of resources with team members

Other duties as assigned

Dispatcher

American Expediting Company - Romulus, MI

December 2016 to October 2017

Responsible for working independently under tight deadlines to coordinate workflow and ensure pickups and deliveries are done on time. Make sure all documents required by clients for deliveries are generated and provided to drivers. Answer email based questions, order picking, process phone and web orders, handles outbound shipping and receiving orders. Great typing skills and familiarity with web-based applications (Word, Excel, Outlook). Able to handle problems in a professional manner and always provide excellent customer service.

Final Assembler

Truck Hero - Ann Arbor, MI

May 2016 to August 2016

Responsible for using electronic hand tools and assembling truck beds.

Customer Service Representative

Advanced Customer Service - Southgate, MI
March 2016 to April 2016

Responsibilities

Responsible for taking inbound and outbound calls. Also selling company products.

Cleaner

MaidPro - Garden City, MI
October 2015 to January 2016

Responsibilities

Responsible for cleaning customers homes. Cleaning duties such as dusting, mopping, vacuuming etc.

Skills Used

I used my organized and veteran cleaning techniques to satisfy customers as needed.

Customer Service Representative

Minacs Inc - Farmington, MI
December 2014 to October 2015

Responded to customers concerns via email and phone using professionalism, problem solving skills and exemplary customer service.

- Accessed and updated secured or sensitive data in internal and external databases.
- Read and researched relevant materials and resources to stay current with program knowledge.

Cashier/Clerk

White Castle System, Inc - Canton, MI
July 2012 to November 2014

- Cashier: helped customers check out, balance out drawer.
- Provided friendly and genuine customer service to customers.
- Placed customer food and beverage orders.
- Cleaned work area and customer dining area..

Service Agent

Budget Rent A Car - Detroit, MI
June 2011 to September 2011

- Cleaned rental vehicles and place on ready lot.
- Made sure customers were more than satisfied with provided vehicle before rented out.
- Provided friendly and genuine customer service to customers

Education

Baker College - Allen Park, MI
April 2020

High school in High School Diploma

Romulus Senior High School - Romulus, MI
September 2006 to June 2010

Skills

- Picker Packer
- Unloading
- Warehousing
- Loading
- Food Prep
- General Labor
- Dispatch
- Logistics
- Customer Service
- Dispatching
- Call Center
- Order Picking
- Residential Cleaning
- Freight
- Dispatching
- Shipping & receiving
- Inventory control
- Customer service
- Call center

Certifications and Licenses

Drivers License

Food Handler Certification