

Victoria Nelson

Work Experience

Logistics Supervisor

Ryder Armstrong - Phoenix, AZ

December 2022 to May 2023

- Supervises and coordinates warehouse and stores program activities and operations within the Warehousing/Stores Division including the receipt, storage and distribution of equipment and supplies
- Ensured an adequate inventory of equipment, materials, parts and supplies
- Resolved any inventory issues or discrepancies
- Maintained outbound board daily to ensure LTL freight stayed on schedule
- Maintained payroll records and worked with personnel to correct deficiencies and implements discipline

Dockworker/Clerk 3 Field Operations/Dock Supervisor

Estes Express Lines

June 2020 to November 2022

Dockworker

- Moved freight from one trailer to its destination using a forklift
- Filled out travel bill with the trailer number that pallets were loaded into to, employee number, how many pieces or skids that were on bill, and terminal number, etc.
- Input information into e-Dock system, reported any shortages, overages, damages, or any other issues

Clerk III

- Short billing city pick-ups for shipping,
- OrganizeD work based on the importance of the freight
- Created freight manifest list using applicable coding
- Assisted with coordinating Line Haul drivers via information in the computer system and phone communication with terminals to get freight moved in a timely manner within our service standards
- Provided guidance to less experienced employees on how to perform specific job activities

Dock Supervisor

- Supervised dockworkers engaged in loading, palletizing, and unloading trailers, assign job tasks to workers according to unloading and loading schedules
- Maintained appropriate load plans
- Coordinated work assignments
- Received inbound shipments and scheduled their outbound plans with various carriers
- Received BOL's, trailer manifest and any HAZMAT documents as required
- Provided training on relevant job duties, provide a clean, safe working environment for all personnel and visiting customers
- Loaded and Unloaded storage and shipments provided by the Department of Transportation.

Customer Service Representative

Spectrum - Morrisville, NC

October 2018 to March 2019

- Provided troubleshooting solutions to clients via phone
- Worked within multiple systems to resolve and answer all questions,
- Scheduled technicians for repairs,
- Assisted new customers through setting up their equipment.

Specimen Processor

LabCorp - Raleigh, NC

November 2017 to July 2018

- Processed specimen samples.
- Prepared laboratory specimens for designated departments/locations prior to laboratory analysis and testing.
- Handled paperwork, technical and non-technical procedures to process specimen as well as assign specific computer-generated identification numbers and checked for any errors.
- Tracked all specimens for shipment, processing tissue in the histology department, spinning down SSTs that are received unspun or spun improperly, and processed specimens processed through touch.
- Navigated through SIS to do data entry,
- Wore the proper PPE, and kept my station sterilized.

Customer Care Specialist

Xerox Corporation - Cary, NC

August 2016 to July 2017

- Managed client's account for Humana Medicare Insurance including answering questions, providing information to them, assisting with claims for medication, and assisting with members with access to care issues.
- Worked with multiple systems including Word Excel, Argus, My Humana, Mentor/Compass, PBS, and Citrix.
- Assisted clients with understanding how medical claims process and their responsibility.
- Ensure clients understood their benefits before receiving any services.

Education

GED

Pinellas Technical Education Center - Clearwater, FL

2012