

W
S

WANDA SMITH

CONTACT

📞 (252) 673-2522

✉ wandatsmith79@gmail.com

📍 80 Pecan Dr Apt 203, Roanoke Rapids, NC 27870

PROFESSIONAL SUMMARY

Experience

- Personable Call Center Representative versed in managing high-volume calls with grace and professionalism. Works with customers to address questions and concerns and applies company-established scripts and procedures to resolve issues. Energetic customer service expert with 4 years of experience and proficiency in Microsoft.
- Hardworking Receiving Coordinator focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

SKILLS

EXPERIENCE

SHIPPING/RECEIVING COORDINATOR /EQUIPMENT OPERATOR *Aug 2021 - Current*

QVC Distribution Center, RockyMount, NC

- Prepared orders for shipment, posting weights and shipping charges onto packaging, marking materials with identifying information and updating logs of shipments outgoing and incoming. Arranged for pick-up by carriers specified on customer purchase orders determined at final inspection through review of shipping instructions. Communicated with vendor representatives to resolve damaged shipments and item shortages. Controlled adherence to customs import and export requirements through oversight and communication.
- Recorded item numbers and quantities in ERP system to reflect additions or subtractions from inventory.
- Generated invoices, packing lists, and bills of lading detailing shipment data and recipient information.
- Drove employee morale and performance through effective team leadership and mentoring.
- Staged completed pallets and delegated shipping tasks to meet daily targets.

DIRECT SUPPORT PROFESSIONAL *Sep 2020 - Aug 2021*

Life Inc, Enfield, NC

- Monitored and assisted with daily living activities, bathing, grooming, and room care.
- Delivered personal care and support aligned with individual support plans.
- Administered medications and set up reminders for clients in alignment with medication administration record.
- Provided companionship throughout day, engaging clients in conversation and activities.
- Managed the client's daily living needs such as shopping, organizing medicines and transporting them to their medical appointments.
- Provided physical and emotional support to patients and families, while delivering services to patients with terminal conditions.

PARAPROFESSIONAL *Jul 2020 - Sep 2020*

Family Advantage ,LLC, PleasantHill, NC

- Provided minimum standard daily service that describes the consumer's intervention, time spent performing intervention, the effectiveness of intervention.
- Administer medication and medical care when needed. Be aware of

Materials Requisition, Contents Verification, Order Checking, Shipping Method Optimization, Shipment Inspection, Pattern Recognition, Clear Communication

consumers rights and honor those rights Assist consumers in the development of self-help skills Conduct group and individual psycho educational activities encouraged dynamic and pleasant educational environment by promoting both gentle discipline and cooperation.

5STEAM *Nov 2019- Jul 2020*

QVC Distribution Center, RockyMount, NC

- Buff floors,paint various place in plant put down tape marked walk ways trash areas of plant.

MACHINE OPERATOR PACKER *Nov 2019- May 2020*

Perdue Farms, Lewiston, NC

- Operated forklift and hand truck to transport shipments from shipping and receiving platform to storage and work areas.Sealed, packed, labeled and affixed postage on packages to prepare materials for shipping, utilizing postage meters and sealing tools.

DRYER OPERATOR *Jun 2016- Jul 2019*

Georgia Pacific Lumber LLC, Emporia, VA

- Loaded and positioned raw materials in loading and feeding mechanisms.Assisted machine operator with setup, repair, and maintenance actions.Manipulated hand tools, conveyors or forklifts to load dryer materials into equipment.Cleaned warehouse area to maintain safe working environment and reduce airborne particulate matter.Operated dryer machine by feeding and unloading dryer parts safely.

CASHIER *Apr 2015- Jun 2016*

Wal-Mart , Roanoke Rapids, NC

- Answered questions about store policies and addressed customer concerns.Helped customers complete purchases, locate items and join reward programs.Restocked and organized merchandise in front lanes.Monitored self-checkout systems and provided assistance or intervention where required.
- Counted money in cash drawers and balanced drawer at beginning and end of shift.
- Processed cash register transactions, inputted product costs, and gave back change.

PATIENT CARE ASSISTANT *Nov 2013- Apr 2015*

Home Life Care Inc, Roanoke Rapids, NC

- Recognized and reported abnormalities or changes in patients' health status to case manager.Attended to patient and family's immediate needs and concerns by acknowledging and providing required attention.Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.Assisted with feeding and monitored intake to help patients achieve nutritional objectives.Aided physicians in wound care and patient assessments.Organized and distributed correspondence, memoranda and telephone messages.Helped clients manage money, pay bills and shop for

groceries or personal items.

QUALITY CONTROL INSPECTOR *Jul 2010 - Aug 2013*

Halifax Linen Service, Roanoke Rapids, NC

- Monitored performance and generated reports detailing quality of product and defect rates. Streamlined QA processes by working closely with development teams and staying abreast of changing product demands. Created and deployed best practices to improve efficiency and reduce defects. Inspected quality of products, taking note of functionality, appearance and other specifications. Performed visual inspections and non-destructive tests where appropriate.

CUSTOMER SERVICE REPRESENTATIVE /CALL CENTER REPRESENTATIVE *Jun 2006 - Jul 2010*

AAA Carolinas, Roanoke Rapids, NC

- Resolved concerns with products or services to help with retention and drive sales. Responded to customer comments and questions via LiveChat during shifts. Helped large volume of customers every day with positive attitude and focus on customer satisfaction. Detailed payment options and transferred customers to billing department for payment or further questions regarding bill. Addressed escalated customer service issues sent from sales and service teams to save customer relationships. Referred complex issues relating to online order system or technology to help desk for further evaluation.

EDUCATION

HIGH SCHOOL DIPLOMA *Dec 2006*

Cornerstone Christian Correspondence School, Townsend, GA

Equivalent in basic skills