

Zachary Coursey

Cedar Park, TX 78613

zcoursey9_t8r@indeedemail.com

+1 816 349 5572

Authorized to work in the US for any employer

Work Experience

Inventory Control Specialist

Purple Communications, Inc. - Austin, TX

October 2021 to Present

Manage the shipping and receiving of all inventory, maintain relationships with parcel carriers, implement methods to improve logistical efficiency.

Delivery Driver

Pizza Hut - Cedar Park, TX

October 2019 to Present

Taking food orders to provided address in the most time efficient way possible.

Fraud Prevention Specialist

Apple

August 2017 to August 2018

Reviewing online orders and determining whether or not purchase is fraudulent. Involved contacting customers, banks, reviewing previous orders.

Required pattern recognition with an accuracy rating of over 99.8% (personally maintained accuracy of over 99.9%)

Contract position of one year.

Workforce Management Specialist/CS Trainer

Centrinex

January 2015 to June 2017

Portfolio: Ace Cash Express

General management of the shift's daily performance. These tasks included:

Monitoring the productive status of all active reps

Maintaining daily observation of any reps who would under or over perform and communicating this to their direct supervisor

Directing advanced training for reps who showed excelled performance

Fielding questions and guiding reps through more challenging calls

Taking supervisor calls and de-escalating displeased customers

Performing Quality check of short term loans

Sending hourly report of shift's current performance numbers and status

Keeping aforementioned performance numbers at their desired quota

Sales Manager/Dispatch

All My Son's Moving and Storage

August 2013 to November 2014

Contacting leads with both inbound and outbound calls

Scheduling of sold moves and dispatch of move crews

Assisting said crews with any obstacles presented (finding the clientele, resolving any disputes, collecting payment, etc.)

Summary: 7 Years total in customer service, 3 years training and coaching. Additional experience in fraud prevention, logistics, dispatch, operations management.

Education

Associate in RTF

Austin Community College

2010 to 2012

Skills

- Microsoft office
- Problem solving
- Communications
- Microsoft Word
- Training (3 years)
- Customer Service
- Organizational Skills
- Team Player
- Educator
- Workforce Management
- Loss Prevention
- Direct Sales
- Sales Management
- Logistics
- Research (2 years)
- Analysis Skills
- Customer Service (7 years)
- E-commerce
- Mac OS
- Customer support
- Salesforce
- Windows
- Management (3 years)
- Management

Languages

- American Sign Language - Intermediate

Assessments

Work style: Reliability — Expert

August 2019

Tendency to be dependable and come to work

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills & Abilities

Exceptional communication skills especially in interpersonal face to face and over the phone

Effective typing speed of 80 WPM

Proficient in computers: Windows, Microsoft Office, Troubleshooting, Diagnostics, Hardware Applications

Excellent problem solving skills

Thorough, efficient, and organized

Natural task oriented leader