

Angela Rowe

mrs.angierowe@live.com
17 Virginia Dr.
Williamston, SC 29697
864-356-9774

Objective:

My objective is to always learn something new and make a positive difference every day. To strive for excellence, grow and consistently operate at a level that provides the highest value to customers, coworkers, and myself with passion and integrity.

Experience:

**Nov 2014- Aug 2017 Shipping Specialist
Current First Quality Tissue, Anderson, SC**

Duties Include:

*Shipping/Receiving	*Customer/Employee Relations	*Training/Teaching
*Scheduling	*Daily Reports/Audits	*Staging
*Team Coordinator Analyst	*Conversion specialist	*Compliance

First Quality makes and ships 100's of loads on a day to day basis and to do that you have coordinate, multi-task and ensure the delivery of these loads across the world while also ensuring the safety, timeliness, accuracy, and productivity of my loaders and drivers.

Worked with management to develop policies and procedures, annual reviews, and testing. Helped organize a program to identify and correct major issues within the warehouse. Was the liaison between management and employees about issues and needs. Implemented control techniques for assigned areas of responsibility.

Managed operational processes to enhance performance and productivity by analyzing what was redundant and needless processes. This involved putting loaders and trucks in certain areas to reduce travel time, to manipulating the SGV (self-guided vehicles) to bring product where my loaders needed when they needed it to reduce loading times which in turn we went from 60 loads a day to 120+ loads per day without having to hire new employees.

**May 2011- Warehouse Leader/Operations Admin
Sept 2013 Hagemeyer North America, Anderson, SC**

Duties Included:

*Shipping/Receiving Relations/Service	*Logistics	*Customer
*Order Assembly	*Delivery	*Quotes/Sales
*Quality Assurance Maintenance	*Daily Reports	*Vehicles
*Organization	*Operations	*File Retention
*Trainer	*Safety	*Negotiating

Started out taking, entering, pulling, packaging, and delivering orders to our customers. This is where realizing how un-organized and over working our store and warehouse was and started transitioning the warehouse to make things

easier to understand. To do this, you had to take control of the day to day operations and with the skeptical watchful eyes of my superiors the process took several months but finally everything came together, and I was offered the warehouse lead position. In my first year, we did over 4 million in sales with half of that coming through the warehouse, so control and coordination played a massive role in ability to handle volume of that magnitude with a 5-person operation (2 in sales and 3 to run the counter, warehouse, and delivery).

June 2010- Asst. Manager
May 2011 Spinx

Duties Included:

- *Sales
- *Scheduling
- *Open/Close Store
- *Stocking
- *Daily Reports
- *Stock Orders
- *Weekly Audits

It is very hard to explain what I did only a daily basis because there was so much to do and never knew what to expect. Between ordering supplies, scheduling, stocking, cleaning, gas wars, and maintaining an atmosphere that kept our customers coming back. Customers where always the priority and maintaining a good relationship took precedence. And to maintain that relationship it was my pleasure to make sure that when they walked into the store, they felt welcomed and was treated with dignity and respect. Within 3 months I was promoted to Assistant Manager and was training at the "Spinx Institute" to have my own store.

Feb. 2007- Lending Administrator/ Internal Auditor:
March 2010 MTC Federal Credit Union, Greenville, SC

Duties Included:

- * Operations Auditor
- Compliance Auditor
- * Document. Control
- * Customer Relations
- * Document Retention
- * Loan Auditor
- * Reports
- * Quality Control
- * File Clerk
- *
- * Notary
- * Mail/ Mail Merge
- * Title Clerk

Started as the title clerk and during this time with the Credit Union, increased office functionality by developing an efficient filing/documenting system and customer database while supporting Management in the daily/weekly/monthly operations. Created and maintained highly detailed and sensitive reports. Developed administrative and procedural processes that reduced redundancy, improved accuracy and efficiency to achieve organizational objectives and goals while maintaining the day to day duties of an Administrative Assistant where the timeliness of reports, attention to detail, outstanding customer service, ability to problem solve, confidentiality and a team-player attitude was expected. Reduced compliance issues from 45% to 50% accuracy to 99% accuracy of loan documents and member transactions for all 12 branches. Developed guidelines and procedures to avoid compliance issues in the future.

Apr. 1999 - Team leader:
Oct. 2002 Peach State Auto Auction, Loganville, Ga.

Duties Included:

- *Title Clerk
- *Collections
- *Trainer
- *Notary
- * Data Entry
- * Dealer Rep
- * Customer Relations
- * Payroll Clerk
- * Lane Coordinator
- * Quarterly Tax
- * Bookkeeper (Asst)

There were many different roles and duties throughout this adventure but the two most memorable, challenging, and gratifying was (1) when I was asked to lead over the charity accounts that we were on the verge of losing and (2) act as Project Manager of our operating system conversion.

The Charity drive was the proudest and by far the most difficult. We had no record of approximately 300 cars. After 6 months and many hours of research, tracking, and phone calls we were noted as the number 1 charity auction in the state of Georgia and all but 5 of the 300 cars were accounted for and monies distributed to their designated charity.

The second challenge as the Project Manager/ Team Leader of creating, testing, and initiating the new operating system that is still being used today. It was truly an honor to be given these tasks. The confidence and trust that was bestowed upon me was truly humbling.

Proficient Software Experience:

*Quicken * Quick Books *Office * Word * Excel * Power Point *Access *Oracle
*Lotus *SAP *SGV Manager *EWM