

# JAMES SCHADT

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Motivated individual with over 7 years experience in management, customer service, and employee relations. Natural tendency to step into a leadership role due to being open-minded, personable, fair and possessing a mature, ethical, and professional demeanor. Able to handle conflict and solve problems quickly and without further incidence. Very organized and able to multi-task which in the most hectic of times. Thoroughly enjoy contributing to a team effort as well as maintaining a positive, energetic, customer oriented work environment.

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## SKILLS and QUALIFICATIONS

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Excellent customer relations/service due to possessing a personality that is good natured, non-judgmental, patient and finding solutions that meet both parties needs

- Proven ability to motivate others which aids in a productive and fun work environment
  - Effective leader: ability to direct teams of people with different backgrounds and personalities\
  - Practical experience in industry: organized and efficient manager of time and money
  - Able to quickly and effectively find information, listen and follow directions the first time and solve problems creatively and correctly. Exceptional problem solving skills
  - *“Jim has a great personality. He is kind, respectful and very mature and driven towards his goals. He will be an asset to any company lucky enough to hire him” ~ Hudson Valley College Professor*
  - Computer Skills include:
    - **Operating Systems:** Windows 2000, MS Office 2000
    - **Software Applications:** MS Word; Excel; Internet Explorer; Mozilla Firefox; Google Chrome; Google Drive; Adobe Photoshop; Windows Media.
    - **Computer Essentials:** Microprocessors, Circuit Boards, Expansion Hardware, Troubleshooting and Repair, Wireless networking, Computer Building
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## EDUCATION

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**Hudson Valley Community College**, Troy, NY 2008 - 2009

Pursuing AS in Electrical Engineering Technology

- Courses Include: PC Hardware, Electricity, Technical Math, English Composition
- Over 50 hours of hands-on lab experience in electricity and PC Hardware

**Shaker High School**, Latham, NY 2001

Regents Diploma

- Courses included: Pre-calculus, CAD, Principles of Engineering, Metal Processing, Transportation Systems, Electronics, etc.
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## WORK EXPERIENCE

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**Community Services Professional and Respite Worker** May 2017 - Present

AIM Services Inc., Saratoga Springs, NY

- Work with families of individuals to generate appropriate goals to build life skills
- Assist individuals with developmental disabilities with daily tasks and goals.
- Complete documentation that is billable and Medicaid compliant.

**Community Outreach Counselor** May 2015 - Present

The Center For Disability Services, Albany, NY

- Assist individuals with developmental disabilities with daily tasks and goals.
  - Complete documentation that is billable and Medicaid compliant.
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## WORK EXPERIENCE cont'd

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### Receiving Manager, Common Carrier Manager

October 2009 - October 2018

SKS Bottle & Packaging, Watervliet, NY and Saratoga Springs, NY

- Assign restock to employees based on usage and volume.
- Product quality inspections.
- Inventory counting and tracking.
- Maintain employee: records; productivity numbers and attendance.
- Train employees on forklift, order picker and reach trucks to OSHA Standards.
- Meet objectives to remain ISO compliant.
- Drive company truck for local customer and warehouse transfers.
- Coordinate carrier and large sized orders for logistical shipments.

### Childcare Worker

January 2009 - October 2009

St. Colman's Home, Watervliet, NY

- Assist residents with Autism spectrum disorder with daily activities
- Develop safety plans that are unique to each student
- Engage students in physical activity

### Department Manager

April 2006 – October 2008

Lowe's, Latham, NY

- Within five months of being hired as a Customer Service Associate was promoted to Team Leader due to possessing strong work ethic as well as exceptional communication skills
- Was quickly recognized for being able to organize, motivate and gain respect from peers, that within 7 months of being a Team Leader was promoted twice more to a Sales Specialist and then Department Manager
- Not only was recognition received as promotions but also in wages, doubling hourly wages within one year
- Oversaw the entire plumbing and electrical department
- Very knowledgeable in tools, equipment, as well as DIY project needs
- Able to quickly and correctly hear what the customer was asking as well as answer their needs, demands, and questions promptly and with thought
- Able to quickly solve problems as well as handle any customer or employee disputes
- Maintained long-term customer relationships through communication, patience and empathy skills due to ordering specialty products that required long waits for delivery
- Acquired an in-depth use of computer systems and databases- pricing, scheduling, inventory, etc.
- Kept a detailed, comprehensive report on inventory needs, as well as maintained budget reports
- Peers were willing to help out when needed. This was due to possessing a strong team-player mentality and showing equal respect at all levels within the company
- Maintained, if not improved, the functioning of the department that allocated 180 hour/week manpower with just myself and one employee

### Shift Supervisor

2004 - 2006

Burger King, Latham, NY

- Supervised between 3 to 12 employees on any given shift
- Provided great motivation, structure and a great team atmosphere in a fast paced setting
- Rapidly learned companies complex computer systems and ramp-up training time in employees
- Recognized for bringing the Latham Burger King into the top 5 of the Carrols Corporation 140 Burger King franchises due to maintaining accurate inventory

Hallmark Nursing Center, Colonie, NY

June 2003 – November 2004

- Created and lead activities for seniors (bingo, arts and crafts, games, etc.)
- Spent one-on-one time listening and visiting with seniors throughout the day
- Listened and talked to family members during rough times

**Truck Driver**

AT Express, Colonie, NY

2001 – 2003

- Inspect truck before every delivery for safety, fuel, inventory security, etc so that inventory will be shipped on-time and without incident
- Maintained an activity log of route, delivery times, etc.
- Ran deliveries for many different contracted companies at the same time (Home Depot, Airborne, Hudson Valley Paper, etc)
- Chosen to load airplanes with inventory due to the detail, accuracy and patience required to load and distribute weight equally on the pallets
- Driving routes encompassed deliveries to NJ, New England and Western NY