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## **Professional Experience**

2018 - 2019                      Penske Truck Leasing                      Batavia, IL

Warehouse Worker

- Sit-down lift truck operator
- Order picker
- Complete cycle counts as needed

2013-2017                      Essendant                      Carol Stream ,IL

### **Distribution Associate 2**

- Duties include but not limited to the handling of inbound and outbound shipments.
- Confirm shipment quantities via physical count and use of inventory scanner
- Operate various types of lift trucks (ex. Walkie-Rider and Stand -Up Front Loader)

2012 - 2013                      Liberty Mutual Insurance                      Warrenville, IL

### **Senior Customer Claims Representative**

- Obtain information and maintain records of accidents or personal property losses for policyholders and claimants through telephone and written reports.
- Arrange appraisals, review appraisal reports and communicate with policyholders, claimants, physicians, medical providers, attorneys and repair shops.
- Secure essential facts about accidents, assess liability and compensability, negotiate settlements and explain denials to policyholders and claimants.
- Register claims, update status notes, establish target dates, schedule appointments and release payments on an automated system.

1996 - 2012

VWR International LLC

Batavia, IL

**Customer Service / Inside Sales (2004 - 2012)**

- Duties included but not limited to Order Entry, Process Returns, Credits & Rebills, Sales and Freight Resolution in a high volume call center.
- Constant communication with field sales representatives.
- Training mentor for new employees
- User acceptance testing
- Member of safety and other VWR related committees

**Warehouse Associate (1996 - 2004)**

- Duties included but not limited to Forklift Operator, Order Picker, Inventory Control, Unloading/Loading of inbound and outbound shipments.
- Member of safety committee

1994 - 1996

Multi-Arc, Inc.

West Chicago, IL

**Shipping / Receiving Supervisor**

- Duties included but not limited to freight dispatch, freight price negotiations, inventory control, order entry, order picker and supervision of day to day activities of 10 employees.
- Responsible for the upkeep and maintenance of fleet vehicles.
- Met with managers weekly to review progress, address problems and establish workflows and procedures that comply with organization goals.
- Forklift operator and trainer

1986 - 1994

Liquid Container, L.P.

West Chicago, IL

**Warehouse Supervisor**

- Duties included but not limited to freight dispatch, inventory control, order entry, order picker, forklift operator and supervision of day to day activities of 20 employees.
- Semi-trailer spotter
- Forklift trainer and safety committee member

**EDUCATION**

1980 - 1984 St. Charles High School

St. Charles, IL

- Studies included business law, psychology and criminal law
- Licensed Claims Adjuster