

Ashley Matos

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Summary

Multilingual customer service professional with advanced Spanish and English abilities. Demonstrated success in diverse issues. Excellent communication and multitasking abilities. I am familiar with all aspects of logistics, shipping and receiving and general warehouse operations. I have the ability to communicate effectively with all levels of the organization, including customers, vendors, and co-workers.

Skills

- Safety-oriented
- Defect tracking
- Results-oriented
- Multi-tasker
- Fluent in [Spanish](#) /English
- Shipping and receiving
- Determined
- Natural leader
- Customer-service focused
- Exceptional problem solver
- Basic math skills
- Strong communication skills
- Collaborative
- Packing and scanning orders

Experience

Warehouse Associate - ZT Systems

Active Staffing Services

07/2018
Jersey City, NJ

- Safely operated all necessary equipment in work area.
- Attached identifying tag or labels to materials or marked information on cases or other containers.
- Inspected and moved products to designated areas in warehouse.

Interviewer/Customer Service

Eworks

06/2015 — 12/2016
Jersey City, NJ

- Checked all contact information from research subjects for accuracy and implemented it into the company's computer system.
- Ensured that interviewees completed the survey fully before concluding the interview.
- Focused and observant of individuals verbal and non-verbal communication cues such as tone, inflection and body language.

Shipping Receiving

STRAWBERRY WAREHOUSE

03/2014 — 06/2015
Teterboro, NJ

- Maintained accurate stock records and schedules.
- Oversaw special orders and after-hours, urgent shipping jobs.
- Unloaded, picked, staged and loaded products for shipping.
- Resolved service issues in a timely manner, including coordinating and processing returns.
- Oversaw warehousing and storage practices and housekeeping.
- Received incoming shipments and reviewed contents against purchase order for accuracy.

Education and Training

Bachelor of Science: Hudson County Community College - Computer Science

Jersey City, NJ, United States

****Degree In Process****

High School Diploma: Union City High School

Union City, NJ, United States

2010