

*Amy Shift*  
*Palletizer, Dock /*  
*Wait.*

# Norm Edstrom

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## SKILLS

- Time-management
- Willing to Learn
- Forklift
- Team Player
- Safety Standards
- Fast-Paced Environments
- Customer Service
- Critical Thinking
- Quick Learner

## EDUCATION & TRAINING

GED Diploma	1987
Carpentry & Blueprint Reading Certificate – 916 Vocational Tech	1989
Accelerated Forklift – RCTC	2022 , 8 hours

## EMPLOYMENT HISTORY

- Carpenter** – Self-Employment, Minnesota 3 Years
- Followed established safety rules and regulations to maintain a safe and clean working environment
  - Studied specifications in blueprints, sketches, and building plans to prepare project layout and determine dimensions and materials required
  - Measured and marked cutting lines on materials utilizing a ruler, pencil, chalk, and marking gauge
  - Shaped or cut materials to specified measurements, using hand tools, machines or power saw
- Janitor** – Burger King, MSOP, Minnesota 8 Years
- Cleaned building floors by sweeping, mopping, scrubbing, waxing, and vacuuming
  - Serviced, cleaned, and supplied toiletries to restrooms
  - Follow SOP's for the safe handling and use of chemical cleaners, and power equipment to prevent damage to self, and company property
  - Mixed water, detergents, and acids in containers to prepare cleaning solutions according to company specifications

**Wood Worker – MSOP, St. Peter, MN**

10 Years

- Verified dimensions and contours of models during hand-forming processes, using templates and measuring devices
- Read blueprints, drawings, or written specifications, and consulted with designers to determine sizes and shapes of patterns and required machine setups
- Setup, operated, and adjusted a variety of woodworking machines such as bandsaws and planers to cut and shape sections, parts, and patterns according to specifications
- Fit, fastened, and assembled wood parts together to form products using glue, nails, dowels, bolts, screws, and other types of fasteners
- Trimmed, smoothed, and shaped wood surfaces using hand tools to specified size

**Supervisor – Sears, St. Paul, MN**

3 Years

- Provided customer service by greeting and assisting customers and processing customer inquiries and complaints
- Directed and supervised employees engaged in sales, inventory-taking, and reconciling cash receipts
- Examined merchandise to ensure that it is correctly priced and displayed and that it functions as advertised
- Monitored sales activities maintaining that customers received satisfactory service and quality goods
- Instructed staff how to effectively de-escalate customers experiencing distress