

Resume 848

OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company in *Customer Service, Administrative Assistant, or as applicable*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS:

- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in call centers and office settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Over 6 years' experience operating a variety of production machines, consistently meeting and/or surpassing all daily quotas and objectives, while maintaining safety at all times
- Excellent time management skills and documentation abilities along with completing projects ahead of schedule
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any educational setting
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

06/2022 – Current ***Production Technician***

Compumail, Niagara Falls, NY

- Remove containers of sorted mail or parcels and transfer them to designated areas according to established procedures.
- Determine manner in which mail is to be sent, and prepare it for delivery to mailing facilities.
- Inspect mail machine output for defects and determine how to eliminate causes of any defects.
- Sorts mailers by zip code, bundled and placed mailers into bins in preparation for shipping
- Remove from machines printed materials, such as labeled articles, postmarked envelopes or tape, and folded sheets.
- Adjust guides, rollers, loose card inserters, weighing machines, and tying arms, using rules and hand tools.

02/2022 – 06/2022 ***Pharmacy Technician***

Rite Aid, Niagara Falls, NY

- Receive written prescription or refill requests and verify that information is complete and accurate.
- Receive and store incoming supplies, verify quantities against invoices, check for outdated medications in current inventory, and inform supervisors of stock needs and shortages.
- Assist customers by answering simple questions, locating items, or referring them to the pharmacist for medication information.
- Answer telephones, responding to questions or requests.
- Order, label, and count stock of medications, chemicals, or supplies and enter inventory data into computer.
- Prepack bulk medicines, fill bottles with prescribed medications, and type and affix labels.
- Mix pharmaceutical preparations, according to written prescriptions.
- Price and file prescriptions that have been filled.
- Maintain proper storage and security conditions for drugs.

03/2012 – 03/2020 ***Ink Mixer / Packager / Customer Service Representative***

Starline USA, Grand Island, NY

- Mixed or blended inks by starting machines and mixing for specified times.
- Utilized existing formulas or create them from scratch to match specific colors of inks.
- Measured, weighed, and mixed chemical ingredients, according to specifications.
- Recorded product, packaging, and order information on specified forms and records.
- Obtained, moved, and sorted products, materials, containers, and orders, using hand tools.
- Examine and inspect containers, materials, or products to ensure that product quality and packing specifications are met.
- Answered inbound phone calls regarding promotional items (over 700 products), including imprint sizes, item size, shipping information and art files.

- Made outbound calls to customers regarding customer purchase orders and graphic art files.
- Proof read purchase orders and accurately enter information into the computer systems.
- Managed claims through customer claims department.
- Compared disputed merchandise with original requisitions and information from invoices and prepared invoices for returned goods.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Determined charges for services requested, collect deposits or payments, or arrange for billing.
- Completed contract forms, prepare change of address records, or issue service discontinuance orders.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Performed administrative support tasks, such as proofreading, transcribing handwritten information, or operating computers to work with pay records, invoices, balance sheets, or other documents.
- Maintained and updated filing, inventory, mailing, and database systems.

EDUCATION and ACHIEVEMENTS:

Cybersecurity Training (HITRUST)

Compumail, Niagara Falls, NY

Administration Assistant / Accounting Certificate

Cheryl Fell's School of Business, Niagara Falls, NY

Accounting / General Studies

Niagara County Community College, Sanborn, NY