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# Professional Experience

* Customer Service Expert
* Corporate and Social Expert
* Data solutions technician
* Microsoft Office Programs
* Inventory Tracking and Ticketing Systems.
* Forklift Certified -CDL Class A -License
* Quality Assurance
* SAP -Inventory Control- Oracle
* Leadership Integrity
* Interpersonal management professional
* Strong communication Customer Relations
* Problem solving abilities and Time Management Flexibility

**Career Highlights**

**Logistics Warehouse Lead Mitsubishi Electric(Contract Position)**

August 2020-Current

Suwanee, GA.

* High volume of External Customer Service
* Operate gas powered forklifts and clamps in an efficient and safe manner, including daily inspections of the equipment. Perform minor maintenance and adjustments.
* Loads outbound trucks and containers with material and audits the accuracy of the process.
* Offloads and receives material from containers and trucks.  Audit shipping manifest for accuracy and stores material.
* Remain vigilant and cognizant of all potential theft or loss situations.  Insures that warehouse is secure when unattended.
* Follow all CTPAT guidelines
* Insure and train new employees
* Uploading ,stocking, and stacking products .

**Warehouse Coordinator**   **American Tire Distributors**

*December-2019-June-2020*

*Tucker, GA.*

* Internal and External customer interaction
* Daily use of Oracle and WMS
* Prioritize and pick material to fill orders and stage product for loading.
* Compile and submit regular reports of damaged, outdated stock or supplies, over and under shipments, return of products to vendor and segregate defective product from normal flow of inventory
* Assist in verifying all incoming and outgoing products for accuracy in terms of amount, size and type, informing management of inventory and supply shortages as well as assisting in actual periodic inventory counts
* Assist in administrative tasks, such as the handling and preparation of paperwork. May assist in daily closing of the warehouse
* Operate Picker Lift -Load and Unload delivery trucks.
* Lifting products weighing as much as 150 pounds

**Logistics Warehouse Manager**  **Novem Inc. BMW Manufacturer (Contract Position)**

*August- 2019- November-2019*

*Lithia Springs, GA.*

* Mange a team of 20 employees performing receiving, shipping, and picking.
* Maintain and control inventory levels for appropriate warehouse performance.
* Strategically plan work balance duties among employees to leverage cross training.
* Design metrics to drive company objectives and meet team goals.
* Approve time and perform work appraisals regarding employee time, attendance, and overall performance.
* Comply OSHA regulations to maintain a safe warehousing work environment.
* Keep track of stock and delivery times via SAP inventory ERP system.
* Respond and resolve a high volume of customer and internal customer emails.
* Supply planner and track truck loads and missing loads.
* Facilitate full cycle of order management by following order through full product life cycle.
* Audit inventory levels by conducting physical counts and checking them against the system.
* Multitask effectively in a fast-paced, dynamic environment, and perform your duties in a manner that maximizes company profits.
* Maintain awareness and location of fleet vehicles by planning the most effective routes.
* Ensure that employees are in compliance with training and are forklift certified.

**Warehouse Lead Part time**   **Bargain Mart LLC**

*July -2018-August 2019*

*Atlanta, GA*

* Controls inventory levels by conducting physical counts
* Meet cost, productivity, accuracy and timeliness targets
* Maintain metrics and analyze data to assess performance and implement improvements .
* Arrange and plan out warehouse, catalog goods, plan routes and process shipments
* Strategically plan and manage logistics, warehouse, transportation and customer service in the inventory team
* Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency. UPS/Fedex Shipping
* Preparing labels and ensure quality work. Forklift Certified.

**Logistics / Operations Lead**  ***Cyxtera -Century Link -Savvis Communications***

*July 2007- May-2018*

*Lithia Springs, GA*

* Achieved 99.5% average delivery rate on all assignments with no loss of materials or assets.
* Collaborated with and supported Logistics Manager in overseeing up to $20 million in equipment and supplies
* Optimized flow of supplies and monitoring equipment in a 24hour database.
* Complete and Verify Purchase Orders.
* Inventory tracking
* On time deliveries and interaction with UPS/FEDEX
* High volume of customer service internal and external contact.
* Support and maintenance of data center facility infrastructure equipment.
* Obtain and secure customer information
* Reporting and resolving discrepancies with shipping and receiving including database upkeep.
* Supervise vendor and contract work /vendors and workers to ensure they follow all policies and procedures.
* Maintaining records and documenting issues utilizing our ticket system.
* Operate, monitor, and respond to abnormal conditions in the data center.
* Preparing and monitoring external customer products.

**Education and Certifications**

Valid Class A Commercial License with TPN endorsements .Valid Toyota Forklift Certification (CDL)

Community Base Construction (Paid) Training Program G-Pro Certified with fundamental of building Green (2019)