

Vikki Allen

Oxford, NC 27565

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As an employee my purpose is to display my skills by being an asset to your team and not a liability, by also showing I am a reliable worker with the ability to quickly learn new concepts and skills, backed by a solid work history, reputation as a team player, and a passion for customer satisfaction.

Work Experience

Machine Operator

Pallet One - Butner, NC

January 2017 to Present

Customer Service/Warehouse/Inventory/Quality Control/Machine Operator

- Set up machines at the beginning of shift to ensure proper working order
- Monitor machines during every procedure to ensure optimum running
- Troubleshoot problems during machine operation
- Ensure that regular and preventative maintenance procedures are carried out
- Perform random tests to ensure accuracy
- Perform safety checks on every machine
- Ensure that machines are producing quality products by managing periodic checks on output
- Ensure stocks of needed materials are ready and available at all times
- Create and maintain activity logs
- Provide relevant information regarding progress to management
- Print incoming orders/invoicing and pull orders to match
- Print packing/shipping labels and prepare orders to be shipped out
- Receive and inspect incoming orders shipped to companies
- Monthly inventory/Quality Control by testing samples of output against specifications
- Customer service and excellent communication with vendors
- Housekeeping of work area, warehouse and machine(s)
- Responsible for incoming and outbound calls in reference to coordination of shipping and receiving to various vendors and companies
- Report monthly stats, numbers and work plans in meeting in effort to ensure effective weekly work schedule(s) and overtime
- Verifying work orders/Pick Orders
- RF Scanner(s)

Education

Diploma in VOLUNTEER

Granville Community College

1990

Additional Information

Progressive years of professional experience in providing customer care in the financial industry and call center environment. Ability to learn and operate in-house computer systems, scanners, 10-key calculator and money registers. Clerical and customer service experience and ability to guide co-workers, staff and customers accordingly. Possessing superior communication skills with excellent customer service skills and a high level of self-control. Showing attention to detail with great problem solving abilities, time management skills, and great organizational skills.