YVEL PAUL

Orlando, FL 32825
321.663.1637
Yvel.paul@gmail.com

WAREHOUSE WORKER

PROFILE

Hard working professional with over 10 years of experience in Warehousing. Work well in a fast-paced environment to efficiently meet all shipping and receiving deadlines. Ability to process requests and supply orders, pack boxes for timely delivery. Attention to detail, excellent planning, organizing and time management skills.

SUMMARY OF QUALIFICATIONS

- Packaging/Palletizing
- Stocking/Labeling
- Forklift Operator
- Inventory Control
- Safe Heaving Lifting
- Scanning/Shrink-wrapping
- Follow Safety/Procedures
- Quality Assurance
- Meet Production Deadlines
- Punctual/Reliable

WORK HISTORY

Forklift Operator, Sierra Home Warehouse, Orlando, FL 2018-2019

- Received orders and unloaded packages from the truck and stored them properly in the warehouse.
- Utilized hand-held computerized system to verify shipments and identify loads for re-packing and distribution to stores or forwarding into inventory.
- Loaded, bound, and arranged pallets, labeled, and transported into warehouse.
- Took an inventory of all items being loaded and unloaded from the truck.
- Maintained compliance with all safety and corporate regulations.

Mears, Taxi Driver, Orlando, FL 2000-2017

- Taking Care of Customer from the Airport to The Hotels and all the Parks Located in FL

Warehouse Worker, Home Depot Company, Orlando, FL 1996-2011

- Operated material handling equipment as necessary (Forklifts, Pallets Jacks).
- Loaded and unloaded materials and boxes moving in and out of department.
- Palletized, wrapped, boxed, and labeled products for easy access and identification.
- Verified products to be shipped according to the delivery orders.
- Maintained safe and hygienic work environment to keep pallet area and work station in proper order.

EDUCATION

Forklift Certification, Home Depot Training School, N. Jersey
High School Diploma, Edmondton High School, E. Orange, NJ

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CUSTOMER SERVICE REPRESENTATIVE

PROFILE

Highly motivated professional with over 10+ years' experience in Customer Service.Friendly and open minded, committed to client satifiction. Able to work well with diverse population. Reliable, quick learner, flexible and a problem solver.

SUMMARY OF QUALIFICATIONS

- Fluent in French & English
- Time Management
- Courteous Demeanor
- Excellent Customer Service
- Inventory Tracking
- Decision Making
- Claim Questions
- Supportive Team Player
- Dependable and Enthusiastic
- Conflict Resolution Expert

PROFESSIONAL EXPERIENCE

- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Respond to questions and concerns about service, and escalate calls appropriately
- Consult with customers to evaluate needs and determine best options
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Consistently improved customer satisfaction through expert resolution of conflicts, issues and concerns

WORK HISTORY

Sierra Home Construction, Customer Service Representative, Orlando, FL	2018-2019
Mears Taxi, Driver, Orlando, FL	2000-2017
Home Depot, Client Care Representative, Orlando, FL	1996-2011
Holiday Inn Hotel, Customer Service Specialist, Orlando, FL	1990-1996

EDUCATION

Edmonton H.School, High School Diploma, Orange, New Jersey