

OA LOGISTICS

INTERNAL JOB APPLICATION FORM

Name: Leah Mikell
Current Department: Shipping
Current Supervisor: J. Brennan

Date: 2-10-20
Hire Date: 11-11-19

Job Applying for: CSR

Department: Customer Service

Why are you looking to leave your current position?

I would like to explore other departments and get the opportunity to learn more. Also, my current department hours are changing from 8am-4:30pm to 6am-2:30pm. Working at 4:30p works best for me.

How long have you been in your current position?

3 months

List your qualifications for the job including degrees, experiences and licenses:

Customer Service experience (4+ years)

Associate of Arts Degree - December 2011

Associate of Science Degree - May 2012

Are you related to or would you be considered a *1 personal associate to anyone within the hiring department for which you are applying?

NO

Leah Mikell 2-10-20
Work Employee Signature / Date

*2 Current Supervisor Signature / Date

1 Personal Associates are defined as individuals with close personal relationships such as "romantic" or "dating" relationships.
*2 My signature, as the current supervisor, signifies that I am aware of the employee's candidacy for this position job description

TO BE COMPLETED BY HUMAN RESOURCES

Date applications was received by HR: 2-11-20

Was employee interviewed? _____

Name / Date of interview: _____

Human Resources Representative

Date.

Leah Mikell

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Education

ASSOCIATE OF ARTS | DECEMBER 2011 | UNIVERSITY OF SOUTH CAROLINA SALKEHATCHIE

- Major: General Arts

ASSOCIATE OF SCIENCE | MAY 2012 | UNIVERSITY OF SOUTH CAROLINA SALKEHATCHIE

- Major: General Science

Skills & Abilities

MANAGEMENT

- Excellent with Training and mentoring employees
- Trained employees on warehouse management systems
- Self-directed

COMMUNICATION

- Outstanding written and oral communication skills
- Exceptional customer service
- Works well with others in high volume environment
- Great attention to detail, and work ethics

LEADERSHIP

- Effective problem solving skills
- Great capability to motivate others
- Exceptional confidence with a positive attitude

Experience

AMAZON TRUCK LOAD SCHEDULER/SHIPPING CLERK | OA LOGISTICS | NOVEMBER 2019-PRESENT

- Check emails daily-All finalized carrier information will be sent via email
- Investigate and resolve situations where freight shipped are not properly documented
- Ensure Amazon truck load schedule is updated daily with all routing and carrier's information
- Update all ARNs that shipped and "roll" any ARNs that did not ship on truck load schedule
- Answer calls from drivers, dispatchers, Amazon customer service/transportation teams, and anyone else who needs assistance from the shipping department
- Assist when needed on the dock

WAREHOUSE ASSOCIATE | GEXPRO SERVICES | DECEMBER 2018- NOVEMBER 2019

- Complete National and International aerospace orders for customer (Gulfstream)
- Lead Shipping and receiving clerk.
- Utilize Warehouse Management System, AS400, and P21 database.
- Certified on Forklift, Cherry Picker, and stand-up equipment
- Trained on Fed-Ex and UPS database systems.
- Experience with Microsoft Databases, (Office, Excel, Word) and Smartsheet applications.

RECEIVING CLERK | STAFFCHEX EMPLOYMENT (OA LOGISTICS) | JUNE 2018- DECEMBER 2018

- Ensure that all documents and material received in the warehouse are within quality objectives.
- Investigate and resolve situations where items received are not properly documented in the daily receipt log
- Check in inbound inventory and administer the processing
- Print daily receipts and cross-check with computer software to ensure accuracy
- Maintain a clean and safe work area and update supplies as needed

INVENTORY CONTROL SPECIALIST-CYCLE COUNTER | COSTAL EMPLOYMENT (LE CREUSET OF AMERICA) | NOVEMBER 2017- JUNE 2018

- Ensured all counts are accurate daily
- Accepted and rejected counts through the AX System
- Followed and implemented the approved cycle counting tasks upon man.
- Data analyst and administrative duties.

CUSTOMER CARE CASE MANAGER | INTERCONTIENTIAL HOTEL GROUP | JULY 2017- NOVEMBER 2017

- Provided an industry-leading loyalty program and service recovery solution for all contacts
- Provided seamless customer experience through effective use of systems information and tools
- Build cases, documented, forwarded, and resolved all guests' compliments and concerns

READING ASSISTANT / KINDERGARTEN ASSISTANT | HARDEEVILLE ELEMENTARY SCHOOL | AUGUST 2016- AUGUST 2017

- Assisted children with the fundamentals of reading
- Assisted children with daily class assignments
- Created educational games using weekly sight words and class assignments

SHIFT SUPERVISOR | DOLLAR GENERAL | JULY 2015- JULY 2016

- Provided superior customer service leadership
- Supervised the store's crew through assigning, directing and following up of all activities

- Followed company policies and procedures as outlined in the Standard Operating Procedures manual, Employee Handbook, and company communications
- Opened and closed the store under specific direction of the Area Manager

CUSTOMER SERVICE REPRESENTATIVE | ADVANCE AMERICA | JANUARY 2015- JULY 2015

- Provided exceptional service and support to customers
- Entered data and completed transactions accurately in a timely manner on both new and existing accounts
- Ensured integrity of all customers' files/documentation information
- Followed all Federal, State and Local laws
- Adhered to all company policies and procedures

SHIFT SUPERVISOR | CVS PHARMACY | FEBRUARY 2014 – DECEMBER 2014

- Worked effectively with store management and store crews
- Supervised the store's crew through assigning, directing and following up of all activities
- Assisted customers with their questions, problems and complaints
- Handled all customer relations issues (accidents) in accordance with company policy and promote a positive shopping experience for all CVS customers

TUTOR | ACADEMIC STATION COMPANY | SEPTEMBER 2012- MAY 2013 & SEPTEMBER 2011 – SEPTEMBER 2012

- Assisted children ages 6-9 with the fundamentals of reading
- Aided with capitalization, punctuation, and printing
- Read stories aloud, entreating children to address content
- Helped with other activities, from math assignments to art projects

ADMINISTRATIVE ASSISTANT | SUNRISE MONUMENT COMPANY | MAY 2009 – SEPTEMBER 2011

- Greeted visitors and customers
- Faxed, mailed, copied, and e-mailed information to the appropriate party
- Offered exceptional customer service