

Susan Smith

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Manufacturing Technician

Warehouse associate professional, highly qualified functioning in manufacturing positions requiring an emphasis on selecting and packing and quality control in a fast-paced environment. Strong team player with a proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality service and superior professional standards, with an ability to learn new procedures quickly. Focused and solutions-oriented with the ability to consistently exceed management goals.

AREAS OF EXPERTISE

- Inventory Management
- Machine Assembly
- Data Warehousing
- Shipping & Receiving
- Vendor/Inspection
- Cost Accounting
- Process Improvement
- Quality Control/Assurance
- Inventory Control
- Customer Relations
- OSHA & Kodak Certified
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

HOMEGOODS – Chicago, IL

2017 – Present

Warehouse Associate

Ensure efficient operation for receiving imports, inventory controls, and order selecting and packing. Confirm timely shipments to customers according to their specifications. Perform regular inventory cycle counts to identify discrepancies, deploying effective resolution to maintain quality control standards. Operate pallet jacks, forklifts, and lift heavy material handling equipment.

- Trained new employees and supervisors on warehouse supply chain logistics.
- Selected and acknowledged by team lead to cross-train in 5-departments, including Shipping and Receiving, Foods, Large Pack, and Non-Palletized to increase assembly line production.
- Exceeded shipping and receiving requirements by selecting 60 units per hour, resulting in 360 units picked daily.

SMILES DAYCARE CENTER – Chicago, IL

2003 – 2016

Center Director

Established program philosophy plans, policies, and academic codes of ethics to maintain educational standards for childcare screening, placement, and training. Prepared course schedules and descriptions to estimate staffing and facility requirements. Ascertained allocations of funds for staff, supplies, materials, equipment, and authorized purchases.

- Recruited, hired, trained, and evaluated staff and recommended personnel actions for programs and services.
- Coordinated outreach activities with school districts, parks and recreation centers, and other institutions and organizations to identify educational needs for children 0-5 years of age.

Walgreens – Cicero, IL

1993 – 2003

Retail Clerk/Photo Technician

Assembled, troubleshooted, and maneuvered one-hour photo machines, including Konica, Greytag, Fuji, and Kodak. Completed budget, billed business accounts, and determined product inventory and merchandise for restocking. Discarded chemicals in compliance with OSHA standards. Completed overall housekeeping duties, including removal of debris, maintaining bathroom cleanliness and sanitation, and general clean-up of store.

- Promoted to department lead and cross-trained new employees on company policies.
- Surpassed customer service ratings by mystery shoppers that measured quality service.
- Diagnosed and operated photo machines and achieved maximum results for customers.