

**Duro Dennis**  
**E. Palo Alto, CA 94303**  
**Home 650.462.4602**  
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**SUMMARY:**

- Over 1 years of dedicated experience in warehouse setting
- Able to operate forklift and pallet jack
- Highly skilled in receiving incoming material and goods from vendors and suppliers
- Hands-on experience in verifying quality and quantity of materials by checking merchandise against packing list
- In depth knowledge of maintaining inventory records and ensuring identification of damaged goods

**EXPERIENCE:**

**Home Depot, San Carlos, CA**

**Building Materials/Lumber, 2011-2011**

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Refer unresolved customer grievances to designated departments for further investigation.

**Olympian Gas Station, Redwood City**

**Cashier/Night Attendant, 2008 - 2009**

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.

**C.E.D. Consolidated Electrical Distributors**

**Driver/Warehouse Clerk, 2007 - 2008**

- Collect money from customers, make change, and record transactions on customer receipts.
- Drive trucks to deliver such items as food, medical supplies, or newspapers.
- Write customer orders and sales contracts according to company guidelines.
- Inform regular customers of new products or services and price changes.
- Listen to and resolve customers' complaints regarding products or services.
- Record sales or delivery information on daily sales or delivery record.

**Saint Vincent DePaul Society, S. San Francisco, Ca**

**Donation Helper, 2007 – 2007**

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

**EDUCATION:**

**Sequoia High School, Redwood City, CA**

**H.S., Diploma**