

# Christopher Mair

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## Professional Summary

A position of challenge and service professional Warehouse Receiver or Dock Shipper. I am a committed, customer service-oriented professional offering years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations.

## Summary of Qualification

- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.
- Recognized for long hours, commitment to customers, and attention to detail, professionalism, and follow-up.
- Performed follow-up customer satisfaction reviews to identify opportunities to improve services or procedures.

## Special Skills

- |                        |                    |           |             |
|------------------------|--------------------|-----------|-------------|
| • Inventory            | • Customer Service | • Repair  | • Custodial |
| • Shipping & Receiving | • Home Maintenance | • Laborer | • Forklift  |

## Experience

### ***February 2017 to Present– Donation Attendant, Goodwill Industries, Concord, CA***

- Carried and hand trucked supplies to work stations and/or loading zones
- Loaded and unloaded to and from designated storage areas, such as racks and shelves, vehicles, and trucks
- Wrapping and recorded number of units handled and moved, using daily production sheet and work tickets
- Installed protective devices, such as bracing, padding and strapping, to prevent shifting and damage to items being transported to stores

### ***June 2016 to January 2017 – Repair & Recycling Associate, Salvation Army, Oakland, CA***

- Sort merchandise/donations for quality, move to appropriate locations throughout warehouse
- Pull stock for shipment orders, prepare pallets for shipment
- Truck assistant: donation pickup and customer service on schedule routes
- Conduct order reconciliation using electronic/computerized equipment or bills of lading for stock control and order discrepancy

### ***June 2015 to July 2016 – Forklift Operator, Terminal Transfer Inc., Portland, OR***

- Ship and receive freight, pick and pull stock using forklift
  - conduct order reconciliation using electronic /computerized equipment or bills of lading for stock control and order discrepancy
  - Organize stocks and enter details of inventories into the warehouse management system
  - Resolve common issues or discrepancies on that may arise
- Schedule delivery of goods in coordination with the logistics department

### ***December 2011 to December 2014 – Retail Associate, Martinez Bait & Tackle, Martinez, CA***

- Kept the records of all bait sold and order
- Over four years of experience working in diverse retail sales and customer service environments.
- Skilled in areas of order processing, inventory control, and cashier management.
- Maintain excellent customer service skills and a proven record as a top sales performer.
- Hardworking, energetic, and reliable; recognized for assuming additional responsibilities.

**Dishwasher Test**

**Score / 10**

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - c) Single use paper towel
  - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - c) Rubber glove
  - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - d) All of the above
- a 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
  - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
  - b) Wait until the end of your shift to clean it
  - c) Flag the spill and clean it immediately
  - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - c) Use an oven mitt or dry cloth towel
  - d) Nothing
- a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
  - b) Scraping
  - c) Washing
  - d) Sanitizing
- b 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - b) Spray with a sanitizing solution, then rinse with clean water and dry
  - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution