

Isaac Islas

Santa Ana, CA

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714-393-8459

Obtain position from employer using skills such as responsibility, strong work ethic, time management and critical thinking.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Fulfillment Lead

Elemental Bottles/Factory Enova - Fountain Valley, CA

March 2018 to March 2019

- Assist owners with daily production operations. Customer greeting for walk in customers and answering phones.
- Manage and supervise part-time helpers.
- Plan production for the day/week/month.
- Keep inventory updated and track future inventory.
- Organize warehouse and production office.
- E-mail customers, vendors and wholesale clients.
- Use software such as: shopify, outlook, corel draw and epilog lasers.
- Use laser machines to engrave on product following safety procedures. Oversee designs with customers in order to apply to product. Create proofs on software for customer approval.
- Work closely with print shop for customization projects.
- Take care of all shipping/receiving.
- Order supplies for the office and warehouse using company credit cards.
- Checking amazon, etsy and other sites to fulfill orders on time.
- Schedule delivery carriers pick ups (ups, usps and FedEx)
- Quality inspection of final product.
- Manage inventory levels on Excel of products. Record keeping of every order using excel.
- Assign work orders to part time workers. Plan and oversee projects from beginning to final stage.
- Troubleshooting issues with lasers, shipping and production.

Accounts Administrator

CottonAge/Bagiva

2015 to November 2017

- Check daily orders and overnight orders, place orders from vendors for warehouse stock and verify expedited orders first.
- Use company credit card to purchase and make payments to vendors and check vendors stock daily.
- Quickbooks inventory verification/data entry, adjust inventory, inventory counting once a month and manually maintain out of stock spreadsheets.
- Work closely with various vendors and email vendors information on customer orders.

- Knowledge of product SKU numbers, customer service operations, work closely with Fedex, UPS, USPS and print out shipping labels.
- Warehouse management, communicate with customers about customization orders, deliver and pick up of customization orders with screen printer.
- Fill in during busy season in warehouse packing and shipping orders, content writing for websites, drop ship orders from vendors and troubleshooting different order situations.
- Price checking with competitors and x-cart software management.

Administrative Assistant

Dekra-Lite

2013 to 2015

- Customer Service and outbound/inbound calls.
- Generate leads for sales department, assist customers with questions and needs and follow up with potential buyers.
- Data entry, multitasking on the phone using computer program to input data (CRM), over 100 calls per day and data verification (verify primary contacts, emails, addresses, phone numbers).

Sales Representative

Cornerstone Funding

2012 to 2013

- Cold calling to various business owners, over 150 calls per day, follow up with business owners and closing deals.
- Appointment setting, data entry, meet weekly and monthly sales goals.
- Familiarization with sales software, maintain pipeline of customers, manage own accounts, document control, application verification and negotiate rates.

Sales Route Representative

OC Register - Orange County, CA

2008 to 2011

- Door to door subscription sales all over Orange county. Route planning and team training. Customer service skills.

Education

Santa Ana College

2007 to 2008

Santa Ana High School

2001 to 2005

Skills

EXCEL (5 years), MICROSOFT WORD (5 years), POWERPOINT (5 years), Outlook (5 years)

Additional Information

Other Skills:

- Type over 50wpm, bilingual/fluent in English and Spanish, computer savy, Software knowledge (Excel, PowerPoint, outlook and Microsoft Word), video editing.