

# 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

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### **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**

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Santa Ana College

2007 to 2008

Santa Ana High School

2001 to 2005

## **Skills**

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

## **Additional Information**

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Other Skills:

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