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Objective

To secure a position with a growing company that will lead to a lasting relationship

Education

Richland College/Associate of Science

Sachse High School

Professional Experience

Medi-Lynx Cardiac Monitoring, LLC

Shipping/Receiving

05/2014 – Present

Responsible for receiving, sanitizing, and packaging heart monitor equipment

Maintained and organized inventory of materials and supplies

Ensure monitor labels are affixed to identify appropriate information

Determine appropriate appearance, quality and count of company products

Verify all products on packing list are present to ensure accurate shipment

Communicate effectively with location staff to exchange information and status inquiries

Knowledge of inventory of shipping materials and supplies

Tested incoming equipment to verify active signal

Process all incoming orders while ensuring detail and accuracy

Racetrac

Customer Associate

06/2013 – 06/2014

Reconcile receipt totals, credit and cash payments to verify no shortages

Manage a high-volume workload within a fast paced environment

Provide customer service and develop relationships with internal/external customers and suppliers

Effectively handle customer service concerns and complaints, by phone and in-person

Attend weekly team meetings with staff

Select and price items; set-up displays; create promotional materials

Office Max

Customer Support

2/2011 – 05/2014

Organize stock room to prepare for future inventories

Handle and receive shipments in the loading dock

Interface daily with internal and external vendors

Resolve customer complaints and disputes ensuring satisfaction
Access cataloging systems to verify product information and availability
Promote cross selling of retail products by soliciting existing and prospective customers

Jimmy Johns
Driver/Customer Service

7/2009 – 6/2011

Run Drive Thru and the Cold Table Line (Jimmy Johns) to ensure customer satisfaction
Answer phone lines in a fast paced environment
Provide coaching and mentoring to new hire staff as requested
Obtain cash or credit card payments for various orders from customers
Provided efficient, courteous, quality service and properly portioned foods according to the menu

Dollar General
Cashier/Stocker

3/2008 – 5/2010

Responsible for maintaining the cleanliness and safety of the store
Communicate with team members to ensure the customer is satisfied
Work in teams and in a self-directed environment
Promote cross selling of products by soliciting existing and prospective customers.
Successfully assisted customers in merchandise selection
Respond to customer inquiries and problem resolution

LifeTime Fitness
Operations/Hospitality

8/2006-10/2007

Review weekly task lists prior to submission to supervisor
Perform under pressure in a fast-paced environment
Maintain high customer service ratings as determined by customer surveys
Process all sales contracts and orders without errors
Possess effective communications skills, and work well with others at all levels
Work effectively under limited supervision and in a cohesive team environment
Assist in the training of new customer service representatives and associates

Computer Skills

Microsoft office, Microsoft Word, Microsoft Excel, Data entry, Internet, Email

Volunteer

Mesquite Community Hospital - Maintain file organization to ensure patients received correct prescriptions, ensure patient needs were met while waiting for doctors/nurses, provide comfort and conversation to patients