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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

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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