

Arthur Franklin

(recently relocated)

Valley Village, CA 91607

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(312) 586-5333

Experienced customer service agent & certified forklift operator with experience in many different industries. Well-rounded skills set that allows for fulfillment of a wide range of responsibilities to suit the needs of the company.

Core Qualifications

Experienced in all forklift operations Excellent Communicator

Trained on all Stand Up forklifts Leadership Experience

Organized RF Scanner experienced

Safety-conscious Customer Service experience

Punctual Dedicated

Work Experience

Relocated to California

N/A - Valley Village, CA

August 2019 to Present

Relocated to North Hollywood, California.

Delivery coordinator/ Load puller

Lowe's - Saint Paul, MN

July 2018 to August 2019

Responsible for organizing home deliveries and routing delivery trucks. Also pulling appliances down from stock and loading trucks with merchandise for delivery.

Fabricator

Polar Semiconductor - Bloomington, MN

November 2017 to April 2018

Fabricated computer wafers in a clean room.

Operated multiple machines simultaneously.

Trained new employees on certified machines.

Sales Ambassador

Macy's - Orland Park, IL

October 2016 to January 2018

Helped manage the store.

Operated cash registers.

Assisted customers and employees.

Picked orders for online pick-up.

Sold shoes on commission.

Forklift Operator

Ulta Beauty Corporate - Romeoville, IL
November 2015 to February 2016

Picked orders via cherry picker and staged docks.
Assisted with the relocating of pallets and merchandise.

Forklift Operator/Material Handler

Coca-Cola Refreshment - Chicago, IL
February 2015 to November 2015

Picked orders for stores via forklift.
Trained new employees.
Handled expired products.

Forklift Driver

Sony - Bolingbrook, IL
August 2014 to December 2014

Staged and organized loading dock via dock truck.
Correctly and effectively moved product between delivery vehicles, staging areas and storage.
Pulled products for shipping to worldwide locations.

Crew Member

K-Mart - Evergreen Park, IL
May 2014 to August 2014

Unloaded merchandise by hand on to pallets
Frequently assisted customers on sales floor
Assisted with heavy lifting and bulk carry out items
Ensured all products were produced in an effective and qualitative manner

command supervisor(s)

Schneider Logistics - Elwood, IL
January 2014 to May 2014

Elwood, IL
to Truck Unloader
May 2014 Ensured all products were produced in an effective and qualitative manner
Performed unloading of trucks on a daily basis via pallet jack
Wore Personal Protective Equipment and performed job duties in accordance with company policy and procedures, reporting any and all safety issues to proper chain of command supervisor(s).

Order Picker/Forklift Driver

Home Depot Distribution - Romeoville, IL
February 2013 to December 2013

Carried and transported orders to shipping locations via forklift.
Ensured orders were staged in array of delivery.
Obtained products from bins and shelves.
Received pick tickets from Warehouse manager

Customer Service Representative

Xerox - Romeoville, IL

March 2013 to October 2013

Professionally handled and transferred inbound calls in call center.

Worked in teams and in a self-directed environment.

Effectively solved customer and agent problems.

Co-developed on-the-job training program that reduced training. time from five weeks to two.

Forklift Driver/Truck Loader

NFI Distribution - Bolingbrook, IL

August 2012 to December 2012

Carefully loaded trucks for shipping via forklift.

?Removed pallets, freezer boxes and damaged products.

Made sure truck was properly loaded

Hostler Truck Driver/ Groundman

Parsec INC - Elwood, IL

June 2011 to November 2011

Transferred freight to and from rail yard via hostler truck

Safely secured freight on rail cars

Carefully guided and protected crane and operate

Wore Personal Protective Equipment and performed job duties in accordance with company policy and procedures, reporting any and all safety issues to proper chain of command supervisor(s).

Crew member/ Backroom Associate

Walmart - Hodgkins, IL

October 2009 to January 2011

Assisted customers on sales floor

Operated power equipment in backroom

Restocked shelves with merchandise

Education

High School in General

William A Wirt Sr High School - Gary, IN

August 2005 to June 2007

High school or equivalent

Skills

Customer Service (10+ years), Forklift Operator (6 years), Machine Operator (3 years)

Certifications/Licenses

Forklift Certified

July 2010 to Present

Stand up/ Walkie Rider/ Sit Down

Certified Forklift Operator

- B 1) A roll of quarters is worth?
- a) \$5.00
 - b) \$10.00
 - c) \$15.00
 - d) \$20.00

- A 2) A roll of dimes is worth?
- a) \$5.00
 - b) \$4.00
 - c) \$3.00
 - d) \$2.00

- D 3) A roll of nickels is worth?
- a) \$8.00
 - b) \$6.00
 - c) \$4.00
 - d) \$2.00

- C 4) A roll of pennies is worth?
- a) \$1.00
 - b) \$0.75
 - c) \$0.50
 - d) \$0.25

- C 5) What does POS stand for?
- a) Patience over standards
 - b) Percentage of sales
 - c) Point of sales
 - d) People over service

- 9.5% 6) What is the current sales tax rate in your city 9.5%?

- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- a) \$4.06
 - b) \$2.06
 - c) \$7.06
 - d) \$5.06

- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- a) \$19.50
 - b) \$14.50
 - c) \$9.50
 - d) \$4.50

- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- a) \$6.00
 - b) \$8.00
 - c) \$10.00
 - d) \$12.00

- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- a) \$78.50
 - b) \$58.50
 - c) \$38.50
 - d) \$28.50

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Cashier Test

Score / 15

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50
- A 12) How many times should you count change when giving it to the customer?
- a) one
 - ☒ b) two
 - c) three
 - d) no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? STATE ID, DRIVERS LICENSE, PASSPORT, MILITARY I.D.
- 15) How many \$20 bills are in a bank band? 100