

Tyra Lawrence

Picker, Auditor, Sit - Exel / DHL

Inglewood, CA

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To obtain employment where academic knowledge and skills are desired.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Shift Leader

Firehouse Subs - Los Angeles, CA

June 2023 to Present

Customer service cash handling opening closing food prep cleaning training

FedEx Package Handler

FedEx Ground - Kennesaw, GA

December 2021 to May 2023

Picking packing shipping loading lifting pulling climbing

UPS Driver Helper (Seasonal)

UPS - Atlanta, GA

November 2021 to January 2022

- Made deliveries for Ups
- Operated GPS Ups for accurate routing
- Loaded Ups and sorted shipments
- Handled merchandise
- Managed invoices

Machine Operator

Caterpillar - Atlanta, GA

September 2021 to January 2022

- Assembled units in a timely fashion
- Maintained inventory
- Loading , unloading

Warehouse Worker

Amazon.com - Atlanta, GA

August 2020 to July 2021

- Picked, packed, and shipped items
- Staged orders

Warehouse Associate

DHL - Union City, GA

January 2020 to December 2020

- Operated pallet jacks and racking systems
- Loaded/unloaded trucks and boxes
- Assembled new products
- Marked and packaged items
- Handled incoming and outgoing orders

Customer Service Representative/Sales Associate

Weight watchers - Mobile, AL

September 2019 to January 2020

Sales, retention, trouble shoot

Insurance Agent/Producer

BlueCross BlueShield of Tennessee - Mobile, AL

May 2019 to August 2019

Insurance claims enrollment

Data Technician

Modis IT & Engineering/ Google - Atlanta, GA

January 2019 to June 2019

we are coders or data-entry keyers, we collect, record and retrieve data. keep large amounts of data. we are responsible for reading documents, verifying data and then entering it into records and databases. we are also responsible for retrieving data if someone requests it.

Assembly Technician

Material in Motion - Fairburn, GA

August 2018 to December 2018

assembly line , production associate , motherboards, cpu's, flat backs, rack backs, using hand tools

Warehouse Specialist

Ace Hardware Warehouse - Loxley, AL

October 2017 to July 2018

Customer Service Representative

Alorica Calling Center - Saraland, AL

January 2016 to April 2017

- Managed customer accounts
- Greeted customers
- Conducted customer service surveys
- Handled reservations
- Resolved customer issues
- Booked appointments for clients
- Worked in the inbound call center
- Created call center scripts
- Assisted customers via live chat
- Responded to inquiries and issues

- Collected and documented orders
- Responsible for troubleshooting applications

Warehouse Associate

Amazon.com - Theodore, AL
September 2016 to January 2017

loading , unloading freight

Picker, Auditor, Sit

Exel / DHL
March 2016 to January 2017

Down Forklift Union City,
Ga

Provided the best quality cases for any customers order.
Audits all staging lanes for accurate product or damages.
Performs count back for accurate inventory within bays.
Scans products adds appropriate invoice labeling for loaders/unloaders
Performs sit-down lift duties such as loading/unloading runner.

Cashier/Customer Service Rep

Kroger Grocery Store
September 2015 to July 2016

Powder Spring, GA

Present Provided the best customer service to assist in all the customer needs
Assisted in Opening and closing store, stocking and money exchange
Assisted with monthly inventory control and weekly stock ordering

Cashier

Taco Bell Restaurant - Smyrna, GA
August 2015 to October 2015

Assisted customer with order tickets and process customer payment.
Assisted customer with orders and repeat them back with a clear and understandable manner.

Cashier

Kangaroo Gas Station - Semmes, AL
April 2014 to January 2015

Knowledge of credit card payment processing and receipt collection.
Keep balance sheets of amount received and transaction.

Cashier/stocker/Customer Service Rep

Walmart - Daphne, AL
November 2013 to November 2014

Provided customer service assistant and work well with team mates.
Operating cash register and process customer exchanges and returns

Cashier

Checkers Restaurant - Mobile, AL
April 2013 to November 2013

Provided great customer service.
Assisted customer with food ordering and preparing food

Cashier

Checkers Restaurant - Mobile, AL
February 2013 to November 2013

Operating cashier register and completing food orders.
Assisted with opening and closing of business hours.

Store Associate

Cashiers - Mobile, AL
March 2008 to July 2009

Assisted customers with order and processed payments.
Trained in food safety and handling.

Cashier

Arbys - Saraland, AL
August 2007 to January 2008

Delivered exceptional customer service.
Received food order tickets and process customer payment

Education

Diploma

Creekside High School - Mobile, AL
May 2010

Skills

- 30 wpm (Less than 1 year)
- Excel (Less than 1 year)
- Internet Explorer (Less than 1 year)
- Microsoft office (Less than 1 year)
- MS OFFICE (Less than 1 year)
- Warehouse Associate
- Forklift
- Shipping Receiving
- Picker Packer
- Order Puller
- Logistics
- Warehousing
- Osha
- Shipping
- Cabling

- CSR
- Customer Care
- Customer Support
- Customer Service
- Call Center
- Food Handling
- Freight Experience
- Order Picker
- Pallet Jack
- Food Safety
- Materials Handling
- RF Scanner
- Inventory Control
- Telecommunication
- Computer Networking
- Reach Truck
- Load & Unload
- Delivery Driver Experience
- Technical Support
- Help Desk
- Pricing
- Machining
- Microsoft Windows
- Assembly
- Quality control

Certifications and Licenses

Driver's License

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May 2019 to May 2024

Assessments

Customer focus & orientation — Proficient

July 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Proficient

February 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Workplace safety — Proficient

October 2020

Using safe practices at work

Full results: [Proficient](#)

Written communication — Completed

July 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

ADMINISTRATIVE SKILLS:

- Experience working with Microsoft office: Word/Excel/Internet Explorer/ grammar and communication skills.
- Excellent Grammar and communication skills
- Typing Skills 30 wpm