

# Lacena Bell

## **Customer Service/Inventory Control - XPO Logistics**

Inglewood, CA

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Over several years of professional experience in an administrative environment providing support and assistance to both a single department and multiple individuals throughout the company, with in-depth experience in Inventory management, research, problem solving, developing presentations, and customer service.

### **CORE STRENGTHS:**

45WPM / 10-key by touch/sight

Data/File Management

Executive Support

Material Handling

Multiple Software Programs

Report Preparation

Sales Support

Scheduling/Dispatch

Shipping Assistance

Time Management

Vendor and Customer Relations

Inventory

Computer/Internet and Office Skills: Word, Excel, Outlook, Power Point and SAP

Multi-function machine, call center, reception, filing, and organizing.

Authorized to work in the US for any employer

## **Work Experience**

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### **Customer Service/Inventory Control**

XPO Logistics-El Segundo, CA

July 2020 to Present

- Create inventory records and enter records in SAP
- Expediter, processing Aerospace material
- Tracking material, picking material, labeling material
- Clerical duties, filing, scanning, copies, inbound and outbound calls
- Organizing, answering emails, and problem solving,
- Taking customer request
- Updating the system

### **Mail Handler**

United States Postal Service-Los Angeles, CA

April 2020 to Present

Processing mail , sorting, and making sure the flow of the mail is moving.

**Customer Service/ Supervisor**

PrimeTime Shuttle-Inglewood, CA

2012 to July 2014

- Answering Incoming calls, and outgoing calls
- Taking customers complaints, and compliments
- Taking sales order calls, booking reservations, giving quotes
- Reviewing daily call log
- Scheduling breaks and lunches
- Quality insurance, evaluating calls
- Tracking the shuttles on GPS
- Answering emails, confirming customers reservations
- Using Google maps

Kimco-Norwalk, CA

August 2012 to November 2012

Performance Team

- Assembly line and retail
- Picking material, Updating excel charts
- Packing material, and labeling material

**Sales associate/Cashier**

Marshalls-Culver City, CA

October 2011 to March 2012

- Sales, assisting customers, styling
- Coordinator, organizing
- Stocking
- Cash handling
- Auditor

**Student worker/ Filing clerk**

LACOE-Downey, CA

June 2007 to August 2007

- Filing
- Scanning
- Organizing

**Student worker/ Receptionist**

Downey High School-Downey, CA

June 2006 to August 2006

- Clerical duties
- Answering incoming and outgoing calls
- Appointment setting and assisting students
- Filing, inputting data

**Student worker/ Stock associate**

Old Navy-Downey, CA

June 2005 to August 2005

- Retail
- Stocking
- Customer Service

## Education

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### **Communication**

New Mexico State University - Las Cruces, NM

## Skills

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- Communication skills
- Social media management
- Sales
- Marketing
- Hospitality
- Night audit
- Microsoft Office
- Microsoft Excel
- Organizational skills
- Computer skills
- Microsoft Word
- Microsoft Powerpoint
- Leadership
- Time management
- Driving
- Guest services
- Cash register
- Basic math
- Cash handling
- Patient care
- Clerical experience
- Word processing
- Computer literacy
- Supervising experience
- Conflict management
- Guest relations
- Hotel management
- Customer service
- Microsoft Outlook
- Administrative experience

- Office experience
- Filing
- English
- Typing
- Front desk
- Phone etiquette
- Data entry
- QuickBooks
- Accounting
- Hotel experience
- Anatomy knowledge
- Office management
- Windows
- POS
- Google Suite
- Valet parking

## Certifications and Licenses

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### **Food Handler Certification**

### **Driver's License**