

ROBERT SMITH

Order Fulfillment Associate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Hardworking Order Fulfillment Associate who enhances the customer experience by executing flawless order fulfillment. Passionate and enthusiastic logistics expert with an exceptional work ethic. Natural problem-solver who contributes to a collaborative work environment that encourages creative thinking and innovation.

CORE COMPETENCIES

Customer Service, Sales, Bilingual, Research, Team Building, Teaching, Inventory Management, Order Processing, Receiving, Hardware.

PROFESSIONAL EXPERIENCE

Order Fulfillment Associate

ABC Corporation - September 2015 – June 2016

Key Deliverables:

- Responsible for processing orders in and out of the store.
- Primarily execute order requests including location, packing and shipping of the merchandise while maintaining an overall exceptional customer experience.
- Achieve individual and store goals for "Ship from Store" and "Store to Store" productivity while complying with fulfillment standards and procedures.
- Drive omni-channel Net Promoter Score/Voice of Customer Score by providing exceptional customer service.
- Ensure Fulfillment Area standards are maintained in an organized and clean manner.
- Fold merchandise, remove sensor tags, and pack and ship orders according to company policy.
- Work in partnership with Asset Protection to identify inventory inaccuracies and shortage opportunities created through the incorrect ticketing of merchandise, and identify discrepancies in On-Hand Units.

Order Fulfillment Associate

Delta Corporation - 2010 – 2015

Key Deliverables:

- Assist with refunds and exchanges. Work alongside our warehouse and store team
- Picking, stocking prepare product for shipments.
- Pick up customers orders.
- Made sure orders were filled on time and delivered to the correct customers.
- Also cleaned up back room for the next days pickers and locked up for the night.
- I always received good reviews from the customers and I learned great customer service and how to deal with upset customers.
- Skills Used computer knowledge, communication skills, reading paperwork, understanding what to do and when to do it.

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EDUCATION

- BS In Order Fulfillment