

ROBERT SMITH

Order Fulfillment Associate

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

To secure a challenging career as an Order Fulfillment Associate, where I can effectively utilize my education and experience for the growth and success of both the company and myself.

EXPERIENCE

Order Fulfillment Associate

ABC Corporation - APRIL 2011 - MAY 2014

- Created and maintained yearly contracts for the assigned customer base, including strategic national customers.
- Entered customers contracts, markets, and program orders with a 99.2% accuracy rate.
- Developed and maintained relationships with the customer base through frequent contact and efficient problem resolution, including invoice corrections, credit, and debit memos when necessary.
- Learn company's online system to add new inventory.
- Process occasional inventory audits.
- Respond to customer inquiries via email and phone
- Developed training material for and taught classes - each with between 15 and 25 people.

Order Fulfillment Associate

Delta Corporation - 2009 - 2011

- Select items from order manifest to prepare for packing and shipping
Pack orders according to proper procedure Maintain a safe and clean work .
- Gathering of carts, and placing them in customer accessible areas
Assisting in the loading and securing merchandise.
- Process orders for shipping.
- Match correct standards with the correct finishing labels.
- Provided lot serial number information on orders to customer .
- Pack orders into cases Use pallet jack Prepare product to customers orders Operate forklift Load orders onto trucks.
- Process internet orders Assist customers with selections in multiple departments Prepare orders for will-call and deliveries.

EDUCATION

- Bachelors of Business Administration - (Middle Tennessee State University - Murfreesboro, TN)



SKILLS

Microsoft Office, BI Reporting, SAP.