

ROBERT SMITH

Order Fulfillment Associate

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To secure a Order Fulfillment Associate position with a well established organization with a stable environment that will lead to a lasting relationship in the clerical field.

JUNE 2013 - SEPTEMBER 2013

ORDER FULFILLMENT ASSOCIATE - ABC CORPORATION

- Served as an Order Fulfillment Associate for Ship from Store at a local franchise.
- Picked out products that customers ordered online then shipping them out.
- Responsible for fulfilling all orders made online.
- Picked items from the sales floor for orders, packed orders, printed shipping labels, stocked supplies, loaded packed orders on to the truck.
- Unloaded the stores nightly truck if time allowed.
- Walked around the store finding the online orders and taking them to the backroom for them to be packed and put on the truck for them to be sent out.
- Assisted in training new employees on handling processes to ensure accuracy and customer satisfaction.

2012 - 2013

ORDER FULFILLMENT ASSOCIATE - DELTA CORPORATION

- Order fulfillment shopped for people who ordered online packed items into boxes and then shipped out through Fedex.
- Getting orders ready for will call, online, & delivery customers.
- Prepare, process, and pack merchant welcome kits including making embosser plates.
- Paying close attention to orders.
- Knowing the store inventory.
- Responsible for maintaining a well-stocked appearance in the store ensuring that the best customer experience is achieved.
- Work closely with the Store Management team to ensure company standards are met during the stocking process.

EDUCATION

High School Diploma - (Forest Grove High School - Forest Grove, OR)

SKILLS

Microsoft Office, Adobe Create Suite, Adobe Premiere.