

# ROBERT SMITH

## Order Fulfillment Associate

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

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### SUMMARY

Detail oriented person who takes pride in supporting the companys success through sales fulfillment (order fulfillment). Role will partner with multiple internal groups including Sales teams, IT, Finance, and Accounting to develop and maintain efficient processes, and support sellers throughout the quote to cash process.

### CORE COMPETENCIES

Marketing, Customer Service, Program Implementation.

### PROFESSIONAL EXPERIENCE

#### Order Fulfillment Associate

**FTZ Industries - October 2014 – 2020**

##### Key Deliverables:

- Picked the product as shown on the orders we are given.
- Placed into the box and sending down to QA where the scan the product.
- Processed, picked, packed, and loaded customer orders.
- Used warehouse equipment such as a pallet jack.
- Processed daily orders by organizing, receiving, packaging, and shipping Provided excellent customer service Daily driver for orders and other errands.
- Strong attention to detail to ensure merchandise arrives in perfect condition and is the correct size, type, etc. as per the customer request
- Responsible for fulfilling online orders from processing through shipment, assisted in customer returns, and worked closely with Inventory.

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**Delta Corporation - 2009 – 2014**

##### Key Deliverables:

- Process approximately 800 gift cards daily Process the shipping of orders, verifying data, and packing Involves opening .
- To work fast and work as a team to get a job done.
- Skills Used Sorting, Picking, Packaging, Scanning, Communication.
- Order puller, stocking, picking, sorting, stand up forklift, cherry picker, voice picking, Working knowledge of workflow management, logistics, inventory, and warehousing functions.
- Basic understanding of transportation management.
- Ability to operate line machinery and equipment.
- Good oral and written communication, conflict resolution, and interpersonal skills.

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### EDUCATION

High School Diploma - (Greenville Technical College - Greenville, SC)

