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J. ALAN NELSON

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LOGISTICS • OPERATIONS • LEADERSHIP

Distribution career spans over 9 years of experience in customer service and supervision. A strong leader who is highly motivated and self-directed. Highly successful in working in a matrix environment with various systems and personnel. Effective communicator with a strong problem-solving skillset.

- SAP, WMS, WCS, XPDS
- Excellent written and verbal communication
- Customer Service
- Strong team player
- Strong leadership and technical skills
- Customer Satisfaction Turn-Around
- Problem Solver
- Teambuilding & Leadership
- Equipment Operator
- Facility Consolidation
- Lean Initiatives
- Health & Safety

PROFESSIONAL EXPERIENCE

Nike

2012 - Present

Picker Packer/Specialist

- Ensured compliance with facility procedures and industry shipping guidelines
- Managed everyday tactical together with long-term strategic goals in the business
- loading corrugated boxes and serialized containers onto the conveyor
- Constructing corrugated boxes and apply shipping labels
- Using RF devices to scan/complete material movements in the system
- Placing ready-to-ship containers on the conveyor to be shipped to the customer.

Exception Processor

- Experience and Knowledge of DCMS, WMS.
- Using DCMS, WMOS and MARC systems to reconcile cartons
- Identify ways to improve business and shipping performance.
- Monitoring and communicate the flow of work
- Facilitate the training of others on DC systems, processes

Operation Specialist

- Oversee picking dept at Nike Shelby facility
- Supervise a team of picker/restockers and reconcilers to ensure procedures and followed and meeting performance expectations
- Driving continuous improvement through scientific problem solving and coaching on the floor
- Using data to make decisions
- Help employees reset passwords for DCMS
- Daily start-up huddles

Customer Service Experience

2013-2014

Customer service

- Offered fundamental technical support for customers on a wide range of the firm products
- Learned the whole line of firm's products and services such as prices and special discounts
- Handled customer surprises, for example, by remaining calm and courteous, especially when the client is dissatisfied
- Ensured all customers are listened to and their time is managed efficiently to understand their problems and needs
- Supervise the team and remind them on acting when serving customers, especially to those with situations beyond their control, such as clients that had a terrible day
- Help customers navigate through the complex situations when using the company's products

Customer Care Specialist

- Recognize and evaluate customers' requirements to attain satisfaction
- Develop workable association and trust with client accounts using an open and collaborative communication
- Handle more than ninety calls every day with other roles such as signing up new customers, presenting relevant product details and retrieving customer data
- Handle clients' complaints, offer suitable solutions and alternatives by managing the time limits and follow up to guarantee resolution

- Observe the company's communication processes, rules and policies
- Trained new employees on using Kayako software, arrange customer interaction logs and enter customer information
- Deliver correct, effective and comprehensive information by utilizing the right tools and procedures
- Monitoring the customer service team and personal sales targets and call handling quotas.
- Obtained an average of ninety percent customer satisfaction rating to date, which is twenty percent more than the company average.

Education & Professional Development

- Hamilton high Memphis TN 2007-2010
 - Business Management, Bethel University, GPA 3.0 2018 Expected graduation date 2023
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