

Eric Clemens
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Objective: An interesting position with a growing company

Accomplishments:

Employment: Travelodge Hotel Centralia, Wa
Customer Service Representative February 2013 to September 2013

- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Executed daily operations of running and double checking the night audit report.
- Resolved customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Solicited sale of new and additional services and products.
- Referred unresolved customer grievances to designated departments for further investigation.
- Determined charges for services requested, collected deposits and payments, and arranged for billing.
- Conferred with customers by telephone and in person in order to provide information about products and services and to book or cancel reservations.
- Responsible for checking guests in and out of their hotel rooms, collecting payment, ensuring the lobby was clean and presentable to guests, preparing.
- Performing inventory control.

National Frozen Foods Astoria, OR
Laborer June 2017 to September 2017

- Sorted and placed merchandise on conveyors leading to packaging areas.
- Stocked areas to meet the days production quota.
- Stacked finished product for shipping.

Briarwood Farms Rochester, WA
Warehouse/Shipping and Receiving January 2018 to October 2018

- Executed daily operations of filling customer orders as well as the loading and unloading of product onto and off of trailers.
- Obtained merchandise from bins and shelves.
- Trained new employees in daily operations and inventory maintenance.

- Performed cleaning duties to ensure a safe and clean work environment.
- Performed inventory control.
- Utilized a variety of forklifts and pallet movers to safely transport product.

Education: Grays Harbor College Aberdeen Washington
Vocational Building and Maintenance 2017

Grays Harbor College Aberdeen Washington
Vocational Roofing and Siding 2017

Grays Harbor College Aberdeen Washington
Vocational Business Management 2017

Hobbies: currently learning the German language, I enjoy knitting, cross stitch, and crochet as well as reading in my spare time.

References: Available upon request