



# BROOK

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## PROFESSIONAL SUMMARY

- Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.
- Reliable candidate ready to take on challenges in a position using problem-solving and task prioritization skills to help team succeed.
- Capable can do attitude, experienced working in challenging environments. Excited about the opportunity to take the next career.

## SKILLS

- Task prioritization
- Time management
- Analytical thinking
- Hospitality and accommodation
- Special request management

## EXPERIENCE

Auto Parts Delivery Driver

August 2019 - August 2021

I-5 Toyota | Chehalis, WA

- Staged merchandise by department, marked appropriately for placement in facility, and delivered merchandise to different destinations.
- Planned practical routes with GPS mapping applications.
- Checked incoming freight against invoice and receiving reports.
- Adhered to hazardous material shipping guidelines and regulations to protect staff and general public.
- Collaborated with managers to help resolve issues with lost or damaged packages.
- Handled departmental packages and mail to facilitate office operations.
- Prepared a number of shipments each day, packing and labeling boxes efficiently.
- Kept supplies organized and ready for shipping and receiving needs.
- Used computer to generate shipping labels and interact with inventory database.
- Delivered and picked up parts, cylinders, and components for purchases, repairs, and returns.
- Assisted warehouse with receiving and stocking parts shipments, completing inventory counts, and pulling customers' orders.
- Managed remote and in-person payments by handling cash accurately and updating accounts.
- Minimized damages and errors by personally loading truck at branch and verifying manifests before setting out.
- Operated company vehicles to pick up and deliver products.
- Developed and maintained customer relationships.
- Minimized load shifting by balancing and securing boxes.
- Met schedule demands by planning efficient routes and adjusting plans to compensate for accidents.

Auto Parts Delivery Driver

May 2019 - July 2019

## Oreillys | Chehalis, WA

- Maintained parts records, including updating customer accounts and generating timely delivery documentation.
- Delivered and picked up parts, cylinders, and components for purchases, repairs, and returns.
- Assisted warehouse with receiving and stocking parts shipments, completing inventory counts, and pulling customers' orders.
- Loaded truck by lifting containers weighing up to [Number] pounds.
- Managed remote and in-person payments by handling cash accurately and updating accounts.
- Minimized damages and errors by personally loading truck at branch and verifying manifests before setting out.
- Picked up buy-out purchase orders from vendors and delivered parts back to branch or customer.
- Planned practical routes with GPS mapping applications.
- Picked up merchandise at customer locations.
- Avoided safety issues with frequent vehicle inspections and preventive maintenance.
- Controlled errors by checking contents against shipping papers.
- Operated company vehicles to pick up and deliver products.
- Loaded or unloaded according to customer specification.
- Developed and maintained customer relationships.
- Reported delays, accidents, and other traffic and transportation situations to bases or other vehicles using telephones or mobile two-way radios.

## Private Security Guard

April 2017 - February 2019

### US Security Associates | Lacey, WA

- Monitored CCTV feeds of building and grounds.
- Secured building against unauthorized access and conducted regular patrols.
- Responded quickly to medical and building emergencies.
- Used verbal and physical deescalation strategies to restore order and reduce tension.
- Warned persons of rule infractions or violations and apprehended or evicted violators from premises.
- Manned entrance and exit posts and checked authorization for personnel and visitors.
- Wrote concise, detailed reports on property damage, theft, presence of unauthorized persons, and unusual occurrences.
- Scanned guests, belongings, and deliveries to protect attendees at large events.
- Locked doors and gates of entrances and exits to secure buildings.
- Identified security issues with foot patrols of building and grounds.
- Monitored and authorized entrance and departure of employees and visitors to guard against theft and maintain security of premises.
- Minimized security breaches by securing and monitoring locks and doors.
- Protected building users by screening vehicles, staff and visitors.
- Kept security and facility managers updated on security activities and incidents with thorough daily reports.

\*Also gained receiving/inventory data inputting from mainly being positioned at Home depot distribution center for the majority of my time with this company.

- Reported damaged items and accidents to supervisors and utilized corrective actions.
- Tracked inventory received with entries into company software and notified management of problems with shipments.

- Checked goods received against purchase orders or invoices.
- Updated computer system with shipping and receipt activity.
- Oversaw task completion and evaluate work quality throughout workflow process.
- Addressed personnel problems and complaints, working with personnel to resolve or escalate to higher management.
- Promoted worksite safety by proactively detecting and resolving safety hazards.

Fast Food Crew Member

July 2016 - April 2017

Mcdonalds | Chehalis, WA

- Took orders and processed payments through touchscreen POS systems.
- Contributed to restaurant appearance by cleaning and replenishing supplies in dining areas.
- Tallied money accurately, balancing cash drawer at open and close of each day.
- Cross-trained in multiple positions to assist during busy periods.
- Contributed to positive restaurant reputation by greeting and serving customers with professionalism.
- Prepared foods according to menu standards, safety policies, and company policies.
- Prevented germ spread by cleaning and sanitizing surfaces.

## EDUCATION

The list is lengthy, which one?, Chehalis, WA

July 2016