

Summary

- Leadership & supervisory experience from military, professional, & community positions
- 12 years of experience in professional customer service in hotels & hospitality
- 32 years of experience working with diverse groups of people in community organizations
- Cargo & Freight Handling (Navy & Commercial), Small Boat Handling & Operation (Navy)
- General: research & analysis, problem-solving, verbal & written communication, teamwork

Work Experience

Sullivan and Merritt Constructors Certified Construction Flagger 2018 (Summer) Maine
• Enhance the safety of the traveling public, fellow workers, & oneself. (OSHA 10 Certified)

Crown O'Maine Organic Cooperative Warehouse Supervisor 2015–2017 Vassalboro, ME
• receive, rotate & stock Maine food products | prepare daily orders for shipping
• continuously improve warehouse operations | invoice orders using QuickBooks
• lead warehouse team | operate forklift | ensure warehouse remains clean, safe & orderly

Aramark Refreshments Warehouse Coordinator 2015 So. Portland, ME
• Receiving, shelving, rotating stock, weekly inventory | Shipping Fedex orders.
• Delivering local express orders throughout southern Maine.

Home Depot Freight Team/Customer Service Associate 2012 – 2014 So. Portland, ME
• Packing-out freight onto store shelves/displays, up-stock, down-stock, annual inventory
• Operated lift equipment - reach, order picker, electric pallet jack, forklift (CERTIFIED)
• Worked full-time observing company SOP & best safety practices at all times.

Customer Service Experience

LL Bean Customer Service Rep (seasonal) 2015 Portland, ME
• Receive customer calls, respond to inquiries, answer questions, place orders.

TownePlace Suites by Marriott	Night Auditor	2002	Scarborough, ME
Marriott Sable Oaks	Night Auditor	2001	So. Portland, ME
Fairfield Inn by Marriott	Night Auditor	1997 – 1998	Scarborough, ME
Hampton Inn	Night Auditor	1990 – 1993	So. Portland, ME

3rd shift front desk clerk | guest services | security | nightly audit of daily records | closing (reset) of systems for (next) business day | drove airport shuttle van for guests

Education

BA degree in Philosophy University of Southern Maine 1998 Portland, ME
Additional coursework: Computer Science (6 courses) | Mathematics (6 courses) |
 Macroeconomics | Accounting | Public Speaking | Communication | Peer Leadership
Activities: Student Senate | Board of Student Organizations | Philosophy Symposium

Military

US Navy Supervisor USS California CGN-36 1993 – 1996 Bremerton, WA
 Served as chief assistant to ship's operations manager | 2 Western Pacific Deployments

Excellent references provided upon request.