

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

Warehouse Experience

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.