

# shunkezia taylor

Albany, GA 31701

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Dependable industry worker equipped for fast-paced work and changing daily needs. Serves customers effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes, and increase customer satisfaction. Hardworking stocker/sales associate focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success. Experienced in managing inventory, storage areas and records with an organized approach and good multitasking abilities. Safety- and quality-driven with a solid record of exceeding performance objectives, satisfying customers and minimizing shrinkage from theft, defects or obsolescence. Skilled team player with strong background in fast paced & also steady environments. Works well independently to handle assignments and always ready to go beyond basics assignments. Quick learner with good computer abilities.

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Worker**

Pepsi-Cola Bottling Company - Albany, GA

August 2020 to March 2022

Inspected items to identify problems and worked with supervisors or vendors to correct issues.

Kept the team safe and efficient by maintaining clean tools, equipment and work areas.

Collected and disposed of excess stock, defective items or obsolete materials.

Stamped boxes and tagged individual items based on planned distribution.

Coordinated and distributed backorders to meet customer needs.

Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.

Helped managers improve area operations by sharing customer feedback and contributing new ideas.

Protected business from unnecessary liability by carefully following security and safety standards.

Managed communications between team members, customers and vendors to keep operations efficient and successful.

Met targets consistently by working hard and with strong attention to detail.

Guided visitors to staff members and business locations with warm, personable approach.

Consulted with customers to understand desires and suggest best products to meet needs.

Received and routed incoming mail, packages, and deliveries.

Kept inventory levels optimized and supplies organized for forecasted demands.

Collaborated well with team members to carry out daily assignments and achieve team targets.

Ordered, organized, and rotated supplies.

### **Stocking Associate**

sams club - Albany, GA

May 2020 to July 2021

Received and routed incoming mail, packages, and deliveries.

Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.

Guided visitors to staff members and business locations with warm, personable approach.

Determined team targets and implemented plans to achieve goals at individual and group level.

Met targets consistently by working hard and with strong attention to detail.

Kept inventory levels optimized and supplies organized for forecasted demands.

Worked with manufacturers to keep healthy stock levels and correct product issues.

Consulted with customers to understand desires and suggest best products to meet needs.

Managed communications between team members, customers and vendors to keep operations efficient and successful.

Helped managers improve area operations by sharing customer feedback and contributing new ideas.

Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.

## **Customer Service Representative**

call center of america - Albany, GA

January 2020 to February 2020

Managed inbound and outbound calls to respond to inquiries and resolve concerns.

Issued refunds, merchandise exchanges, and price adjustments in compliance with company policies.

Utilized organization's computer system to look up and record information concerning member accounts.

Provided expert service by communicating information to customers and following up on promises.

Responded to concerns or complaints of members by taking prompt action, investigating and resolving wide range of issues.

Answered calls or emails from customers and assisted with special requests or resolving complaints.

Responded to customer questions and complaints and documented consumer communications.

## Education

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### **High School Diploma**

monroe high school Albany - Albany, GA

May 2018

### **Associate's degree**

### **Bachelor's degree**

## Skills

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- Recordkeeping
  - Multitasking
  - Policy enforcement
  - Vehicle operation
  - Supply management
  - Verbal communication
  - Attention to detail
  - Customer relations
  - Problem-solving
  - Inspect materials
  - Audit inventory
- Warehouse Experience

- Shipping & Receiving
- Team Management
- Order Picking
- Cold Calling
- Order Picker
- Packaging
- Forklift
- Construction
- Heavy equipment operation
- Industrial equipment
- Load & Unload
- Pallet Jack
- Multi-line phone systems
- Leadership
- Clamp truck
- Analysis skills
- Research
- Debits & credits
- Accounting
- Banking
- iOS
- Windows
- Typing
- Hand tools
- Automotive diagnostics
- Warehouse distribution
- Patient monitoring
- OSHA
- Hospitality

## Certifications and Licenses

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**Forklift Certification**

**Property & Casualty License**

**CNA**