
Operations Associate Resume

Job Objective

Seeking an Operations Associate position in an environment where I can utilize my experience and my knowledge to add value to an organization.

Summary Skills:

Operational knowledge of proprietary software and bar code scanning system

Solid data analysis skills

Strong customer service skills

Ability to meet established deadlines; must be a self-starter and be able to work independently as well as being a team player

Ability to work in a fast-paced environment, strong organizational skills

Ability to prioritize and manage work in a fast paced environment

Excellent written and verbal communication skills

Work Experience:

Operations Associate, August 2005 to till date

Dick's Sporting Goods, Anderson, CA

- Reviewed quality of entered work items.
- Handled customer telephone calls, provided technical information and addressed and resolved inquiries and problems.
- Processed incoming mail, email, responded to customer needs and requests.
- Worked independently, made solid contributions on a daily basis with minimal direct supervision.
- Reviewed daily reports and process from them as required.

Operations Associate, May 2000 to July 2005

Fedex Freight, Inc., Anderson, CA

- Managed relationships with vendors in your assigned region.
 - Researched and scheduled service dates for each school in proprietary software system.
 - Trained and supported vendors on use of proprietary software and bar code scanning system.
 - Managed service windows and monitored student capacity levels.
 - Resolved all customer service issues in a timely manner.
 - Managed customer notification emails.
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Education:

Associate Degree in Finance, Lincoln Memorial University, Tennessee, TN

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