

THOMAS FRANKLIN

PERSONAL

Name
Thomas Franklin
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10115 Jackson Street
76006 Fort Worth, Texas
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SKILLS

Customer Service ● ● ● ● ●
Conflict Resolution ● ● ● ● ●
Creative Problem Solving ● ● ● ● ●
Time Management ● ● ● ● ●
Multitasking ● ● ● ● ●
Organization ● ● ● ● ●
Microsoft Office Suite ● ● ● ● ●

Reliable and customer-centric college student who would like to join the team at Jones Manufacturing as a receiving department office assistant. Five years of receiving and shipping experience, working with packaging equipment, online receiving and inventory control software, and currently forklift certified. A strong work ethic, infused with exceptional communication and problem solving skills, and a perfect attendance record. An uncanny ability to accept constructive criticism, work as a team player, and complete tasks on time - without direct supervision.

WORK EXPERIENCE

Warehouse Assistant Aug 2018 - Present
Tube-Light Manufacturing, Dallas, Texas

A current shipping and receiving assistant for Tube-Light Manufacturing in Dallas, Texas. Frequent duties and special tasks include:

- Greeting vendors and suppliers as they enter the shipping and receiving department.
- Answering telephone calls, customer emails, and elevating concerns to management.
- Scheduling deliveries of products, supplies, and critical business correspondence.
- Data entry for inbound receiving of inventory, and updating outbound shipping records for carriers and customers.

Customer Service Agent Jun 2016 - Jul 2018
Jones & Jenkins Manufacturing, Humberto, Texas

Served as a customer service agent / office assistant for Jones & Jenkins Manufacturing located in Humberto, Texas. Weekly tasks included:

- Assisting shipping team package orders, schedule carrier pick-ups, and contacting vendors.
- Cleaning the shipping and receiving department, breakroom, and other public areas as needed.
- Communicated with coworkers to address customer inquiries and reply to customers in a timely manner.
- Handled customer complaints, and elevated issues to supervisors or managers as needed.

EDUCATION

High School Diploma Sep 2014 - Jun 2017
Daniel Boone High School, Fort Worth, Texas

REFERENCES

Jackson Light Tube-Light Manufacturing
On Request
Steve Lewis Jones & Jenkins Manufacturing
On Request
Dr. Brent Smith South Fort Worth Medical Clinic
On Request