



Queen Pough

Dock Clerk

Detail-oriented and compassionate individual with experience in customer service, healthcare, and warehouse operations. Seeking a position where I can utilize my skills and knowledge to provide excellent service and contribute to organizational success.

Contact

Phone

704-524-8831

Email

Queenct3@aol.com

Address

Charlotte, NC

Education

Registered medical assistant
Virginia College

high school diploma
South Florence high school

Expertise

- Trouble shooting
- Amazon robotics floor exp
- Problem solve
- fault finding with machines
- Amazon Opex exp
- communication & organization skills

Language

English

Spanish

Experience

2017- Present

Amazon- Charlotte, NC

- exceed planned goals daily
- Connect with associates on a personal level to prioritize their needs and remove barriers with positive intent.
- Flexible and willing to deep dive into barriers to provide root cause analysis and corrective action.
- Provide leadership and supervision to a team of associates, ensuring they adhere to safety protocols, quality standards, and productivity goals.
- Oversee the daily operations within a designated area of the fulfillment center
- Train new associates on standard operating procedures, safety guidelines, and quality expectations. Provide ongoing coaching and support.
- Implement performance improvement plans as necessary to address performance issues.
- Ensure compliance with all safety regulations and company policies. Conduct safety meetings, inspections, and drills to promote a culture of safety and minimize accidents or injuries.
- Foster open communication and collaboration with other departments and teams within the fulfillment center. Coordinate with other Process Assistants and managers to achieve common goals and objectives.

2013- 2019

First choice health care Florence, sc

Registered medical assistant

- Assisted physicians with patient examinations and procedures.
- Took patient medical histories and vital signs.
- Prepared patients for medical tests and procedures.
- Administered medications as directed by physicians.
- Recorded patient information in medical records and managed appointments.
- Provided patient education and support.
- Sterilized medical instruments and maintained equipment.
- Assisted with minor surgical procedures.
- Handled administrative tasks such as billing and insurance coding.

2013- 2017

Jcpenney

Retail Associate

- Accurately rang up purchases, handled cash, credit, and debit card transactions.
- Assisted customers with inquiries, addressed concerns, and provided a positive shopping experience.
- Maintained cleanliness and organization of the checkout area.
- Informed customers about promotions, discounts, and loyalty programs.
- Followed company policies and procedures regarding returns, exchanges, and payment processing.
- Collaborated with other store associates to ensure efficient operations.

Reference

Jordae

Amazon

Alexis

Wells fargo

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Phone: +1 (980) 766-7955