

## **General Purpose Resume**

**Riley Cook**  
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### **Professional Summary**

A reliable, energetic, and results-oriented team-player with diverse experience and skills. A quick learner able to adapt to fast-changing situations in which there is no room for error. Comfortable using technology, and above all, safety-minded.

### **Employment History**

#### **Material Handler, Central Logistics, Inc., Hackensack, NJ**

June 20xx – May 20xx

- Loaded and unloaded delivery trucks, trailers, and containers, verifying shipments against paperwork and electronic invoices and checking for damage
- Maximized safety at all times by strictly complying with all standard operating procedures when operating equipment and handling material
- Performed operator maintenance and safety checks on forklift trucks, pallet jacks, and merchandize wrapping equipment
- Served on departmental quality improvement team that submitted over 20 suggestions that produced over \$90,000 in savings
- Used handheld scanners and computer work stations to track merchandise, generate labels, and document completion of work

#### **Satellite Receiver Installer, GlobalCom Communications, Long Branch, NJ**

May 20xx – April 20xx

- Installed over 500 residential television satellite receivers
- Inspected insulation sites, determined best locations for receivers, and handled all of the mechanical and electrical aspects
- Programmed receivers and entertainment systems after installations and verified all components were operational
- Demonstrated all aspects of operating the system to customers, including troubleshooting
- Provided customers with an efficient and hassle-free service experience

#### **Customer Service Representative, Atlantic Fulfillment Services, Cape May, NJ**

September 20xx – March 20xx

- Handled an average of 60 inbound calls each day, providing one-call resolution to customer problems and inquiries
- Strengthened customer loyalty by providing friendly, efficient and effective service
- Consistently achieved a 96% customer satisfaction rating
- Quickly and accurately logged information from each call into database
- Trained and coached over 40 new customer services representatives

## **Education**

Fifteen semester hours in Business, Raritan Valley Community College