

CONTACT ME

☎ 931 - 505 - 2012

✉ vpowell040@gmail.com

📍 Oakland County, Michigan

SKILLS

- Customer Service & Call Center Support
- Shipping & Receiving
- Order Picking & Packing
- Automotive Assembly & Production
- Machine Operation & Maintenance
- Quality Control & Inspection
- Manufacturing Protocols & SOP Compliance
- Warehouse Operations & Logistics
- Inventory Control & Stock Replenishment
- Forklift Operation (Certified)
- Shipping & Receiving
- Customer Service & Call Handling
- Order Processing & Tracking
- Problem Solving & Conflict Resolution
- CRM & Warehouse Management Systems (WMS)
- Time Management & Multitasking
- Janitorial

VINCENT POWELL

PROFESSIONAL SUMMARY

Reliable and experienced Warehouse Associate with 10+ years of hands-on experience in warehouse operations, shipping/receiving, and inventory management. Experienced in operating forklifts and heavy machinery with a strong track record of maintaining safety standards. Combined with 8+ years of customer service call center experience, providing solutions, handling inquiries, and ensuring customer satisfaction. A versatile worker who thrives in fast-paced environments with a focus on quality work.

WORK EXPERIENCE

Conduent

October 2022 - June 2025

Remote Customer Service Representative - Team Lead

- Answered inbound calls, resolving customer inquiries related to orders, billing, and product support.
- Provided empathetic service while troubleshooting account and technical issues.
- Documented all interactions in the CRM system
- Data input
- Exceeded customer satisfaction targets by delivering prompt and effective solutions.
- Handled an average of 160 inbound/outbound calls per day, addressing customer inquiries and resolving issues on first-call resolution.
- Assisted customers with requested information, order status, and account concerns.
- Achieved 82% customer satisfaction score.
- Managed team of 8 customer service representatives
- Weekly team huddles
- Training / Onboarding new hires
- On Call

General Motors

November 2017 - September 2022

Warehouse Associate

- Assembled automotive components, including engines, transmissions, body frames, and more according to GM quality and safety standards.
- Picked, packed, and prepared orders accurately for shipping to meet daily targets.
- Conducted inventory counts and ensured proper stock levels were maintained.
- Operated forklifts and pallet jacks to move and organize inventory safely.
- Assisted with loading/unloading trucks and inspecting deliveries for quality.
- Operated various tools and machines such as torque wrenches, pneumatic tools, and robotic equipment.
- Conducted visual and mechanical inspections to ensure each part met precise manufacturing specifications.
- Maintained a clean, organized, and hazard-free workspace in compliance with OSHA standards.
- Collaborate with team members

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WORK EXPERIENCE

Pilot Catastrophe February 2014 - September 2017

General Liability Insurance Adjuster

- First point of contact for all parties involved
- Assigning field adjusters
- Communication with attorneys / public adjusters
- Assigning third party vendors if applicable
- Reviewing field adjusters reports / photos
- Estimate revisions in Xactimate
- Authority to approve payments and reserves up to \$80k
- Issuing payment
- Settlement conversations with all parties involved
- Recorded statements
- Approved / Denied appraisal and reinspection request
- Addressed supplements / collaborations
- Estimate revisions
- Drafting claim related letters
- Claims handling from cradle to grave
- Large loss
- High Valued Properties / Commercial Properties

Edscha Automotive April 2012 - January 2014

Warehouse Associate

- Lead a team of 10+ warehouse staff to meet daily shipping, receiving, and inventory goals.
- Oversee order fulfillment processes, ensuring accuracy, efficiency, and timely dispatch.
- Conduct inventory audits, identify discrepancies, and implement corrective actions.
- Train new employees on safety procedures, equipment handling, and company protocols.
- Operate forklifts and other material handling equipment to move and organize inventory.
- Collaborate with supervisors and logistics teams to improve warehouse workflow..
- Picked, packed, and processed customer orders with a consistent 99% accuracy rate.
- Supported shipping and receiving operations, including unloading trucks and inspecting deliveries.