

Ana Carina Arroyo

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Asheboro, NC

Experienced professional with a strong background in technology-related roles. Proficient in software development, system administration, and technical support. Skilled in problem-solving and optimizing performance. Capable of managing projects and collaborating effectively with teams. Committed to continuous learning and staying current with industry trends to contribute to organizational success. Results-driven individual with a solid track record in delivering quality work. Known for excellent communication and teamwork abilities, with a commitment to achieving company goals and delivering exceptional service. Passionate about continuous learning and professional development.

August 2024 - Present

Conveyor Belt Technician - Mountaire Farms

- Inspect, maintain and repair conveyor belts to ensure optimal performance
- Diagnosed malfunctions in conveyor systems using specialized tools.
- Performed scheduled maintenance checks on conveyors and related equipment.
- Replace worn or damaged parts on conveyor systems.
- Completed daily paperwork, noting operational issues and machinery shutdowns.
- Develop production reports to inform supervisor of daily overruns.
- Monitor and maintain quality standards by implementing process improvements.

February 2021 - December 2022

Administrative Assistant - Mountaire Farms

Handled confidential documents in an organized fashion according to established protocol.

- Organized and maintained filing systems for physical and electronic documents, ensuring accuracy and confidentiality of records.
- Scheduled appointments between clients and customers and internal staff
- Managed incoming calls while providing information or transferring callers to appropriate personnel.
- Greeted visitors in a professional manner, responding to inquiries and directing them to appropriate personnel.
- Composed letters, memos, reports, emails, presentations and other written correspondence as required by management staff members.
- Answered questions from customers regarding products and services offered by the company.
- Handled incoming and outgoing correspondence, including email, mail, and package deliveries, ensuring timely distribution.

December 2022 - August 2024

Transportation Clerk - Mountaire Farms

- Tracked shipments using online tracking systems to ensure timely arrival at destinations
- Maintained detailed records of all carrier performance metrics such as on-time deliveries.
- Inspected trailers before loading or unloading to ensure safety regulations were met.
- Assisted with the coordination of transportation services for incoming and outgoing shipments.
- Maintained records of all shipments, including type, weight, and destination.
- Communicated regularly with customers concerning product availability and delivery schedules.
- Prepared documents such as manifests, bills of lading, certificates of origin, customs declarations forms and other paperwork necessary for shipment processing.
- Developed and maintained relationships with carriers, vendors, customers, and other stakeholders involved in logistic operations.
- Provided assistance in resolving discrepancies between invoices, purchase orders, packing slips, bills of lading.
- Generated invoices for payment of freight charges upon completion of each shipment.
- Utilized problem-solving skills to resolve any issues that arose during transit.
- Provided clients with assistance in preparing required travel documents and forms.
- Answered multi-line telephone with polite tone of voice to provide general information and answer inquiries.

- Attention to detail

- Analytical thinking

- Organizational skills

- Production line efficiency

- Teamwork and collaboration

- Excellent Communication

- Problem-solving

- Self motivation

- Safety protocols

- Bilingual in Spanish and English

- Multitasking Capabilities

Referrals

Esperanza González - Nipcam Supervisor

(743)-238-6335

Barry White - Shipping Superintendent

(980)-613-7188

Dominique Fennell - Marten Dedicated Driver

(919)-638-0674

Skills

Education

Asheboro High School - 2021
High School Diploma

**** Enrolled into Randolph
Community College ****