

Reginald Woodrow - Resume

Reginald Woodrow

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Professional Summary

Reliable and motivated operations and maintenance professional with 7+ years of experience driving efficiency and quality in fast-paced environments. Proven track record in maintenance, logistics, customer service, and team leadership. Adept at troubleshooting, task management, and fostering positive client relations. Bilingual in English and conversational Spanish.

Core Competencies

- Maintenance & Repairs
- Inventory & Materials Handling
- Customer Service & Client Relations
- Team Collaboration & Leadership
- Safety Compliance & OSHA Standards
- Microsoft Office Suite (Word, Excel, Outlook)
- Forklift Operation & Warehouse Management
- Adaptability & Quick Learning
- Bilingual: English (Fluent), Spanish (Conversational)

Professional Experience

Maintenance Technician

Certified Staffing Agency - Dallas, TX | Feb 2025 - Present

- Perform routine and emergency maintenance for multiple residential properties, enhancing tenant satisfaction.
- Complete service requests on time, improving operational efficiency.
- Maintain detailed logs of work completed and inventory status.

Material Handler / Stockroom Operator

On Target Supplies & Logistics - Richardson, TX | May 2025 - Aug 2025

- Pulled ordered parts efficiently to meet technicians' needs in a high-demand environment inside Texas Instruments.
- Received, inspected, and stored dock shipments ensuring accuracy and compliance with safety standards.
- Organized inventory for streamlined workflow; offered promotion within two months for outstanding performance.

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Print Associate

Prep Wear - Cedar Hill, TX | Oct 2022 - Dec 2023

- Processed high-volume print orders with exceptional accuracy, consistently meeting deadlines.
- Managed stock levels and production schedules to optimize output quality.

Customer Service Representative

T-Mobile - Euless, TX | Feb 2021 - Aug 2022

- Delivered prompt resolution of technical and billing inquiries for over 70 customers daily, ensuring high customer satisfaction.
- Recognized for surpassing company customer service benchmarks.

Customer Service Representative

Insurance Call Center - Dallas, TX | Apr 2020 - Jan 2021

- Supported policy updates, claims, and payments while adhering to data privacy and compliance standards.

Package Handler

UPS - Dallas, TX | Mar 2019 - Feb 2020

- Sorted and processed over 1,000 packages per shift, maintaining strict accuracy and safety.

Team Lead

Ramada Inn - Love Field - Dallas, TX | Feb 2017 - Nov 2018

- Led front desk operations and staff scheduling for a 100+ room hotel, enhancing guest satisfaction.
- Coordinated with vendors and managed administrative reporting.

Education

Mansfield Timberview High School - Mansfield, TX | Diploma, 2012

Certifications

- CPR and First Aid Certification
- Forklift Operator Certification

Additional Skills & Highlights

- Strong work ethic and commitment to quality
- Quick to learn new technologies and processes
- Thrive in both team and independent work environments