Bryce Wilson

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Custom Picture Framer/Forklift Operator

Detail and customer service-oriented Framer with proven capacities for executing customer orders on time and to the customer’s needs. Over 50+ hours of operation of loading and unloading trails with a Forklift.

*Key skills include:*

|  |  |
| --- | --- |
| * Up-selling / Cross-selling Strategies * Product Knowledge Acquisition | * Team Training * Customer Education * Issue Resolution |

PROFESSIONAL EXPERIENCE

Amazon, *Phoenix, AZ*

**Forklift Operator/Picker** (March 2020 – Present)

Organized a Team of Associates to prepare a shipment to be loaded on time. Communicated with managers to insure we have trailers available or to cancel shipment times.

* Promoted to role as lead palletizer six months after initial hiring as Picker.
* Trained in Multiply Warehouse Operations in the Pick department.
* Trained new Associates how to palletize and tote replenish.

Hobby Lobby, *Gilbert, AZ*

**Framer** (July 2013 – August 2019)

Provided attentive customer service to patrons of Hobby Lobby. Listened to Customers’ needs and designed frames to their desire.

* Leveraged strong product knowledge to educate customers and maximize up-selling opportunities.
* Earned frequent commendations from customers for cheerfulness and creation of positive framing experiences.
* Organized and planned out customer orders so that they will be done on time.