Chase Piper

Chandler, AZ

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**Related Experience (2012-2015)**

* Five Below - Sales Associate
* Banana Republic - Sales Associate
* Kenneth Cole - Sales Associate
* Troon Golf - Outside Services

**Work Experience**

***Pacific Services***

*Senior Field Technician / Crew Lead (Oct 2015-Feb 2017)*

* Lead crew of up to four technicians working up to eight job sites a day
* Responsible for daily equipment inventory planning
* Assisted in planning routes for teams to travel to job sites

***The UPS Store***

*Customer Service / Sales Associate (Mar 2017-Nov 2018)*

* Served as primary customer service for nearly 100 daily and recurring customers
* Responsible for resolving package claims and supporting customer shipping needs
* Received and processed up to 200 incoming packages a day, working with multiple vendors
* Assisted management with reconciling register and running end of day transaction reports including various clerical duties

***Keystone General Holdings dba Factory Expo Furniture***

*Sales Consultant* *(Nov 2018-Dec 2020)*

* Maintained up-to-date knowledge of all products and pricing
* Managed customer complaints resulting in patience, active listening, and problem-solving skills
* Monitored daily workflow to ensure order accuracy

*Warehouse Lead (Dec 2020-Present)*

* Oversee all warehouse operations including safety protocol, accurate inventory reporting, and space utilization
* Create, document and implement material handling and shipping/receiving procedures
* Directly assist management with various tasks to achieve objectives of the company

**Additional Skills**

* Proficient in Microsoft Office and various operating/POS systems
* Adapted leadership abilities and gained sales managerial knowledge
* 7+ years of customer service experience
* Forklift Operation