

Amie Wesson

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To continue learning and gaining knowledge that will guide me through management

Authorized to work in the US for any employer

Work Experience

Shift Lead

MVP SPORTS-Lake Zurich, IL

July 2023 to July 2024

- Create, manage and adjust employee schedules
- Manage 2-4 employees per shift
- Maintain a clean facility in 52,000 sqft building
- Stocking and inventory management
- Plan and execute events
- Create marketing materials for events, promotions, and camps
- Schedule customers in batting/pitching cages, cricket lanes and golf simulators
- Answer phones and emails daily
- Address customer, coaches and employee concerns quickly
- Provide positive customer service experience for customers
- Plan, manage, staff and administer birthday parties
- Maintain sports equipment and coordinate repairs
- Manage, staff, stock and maintain bar area
- Manage, staff and administer golf leagues
- Coordinate team contracts and schedules
- Monitor customer memberships
- Collect payments for snacks, drinks, camps, classes, lessons, rentals and memberships

Manager

Medsource LLC-Bloomington, IL

August 2021 to March 2024

- Assured customer satisfaction at all times
- Trained CSRs
- Supervised 8-10 employees
- Responsible for running 4 departments

- Manage CSRs nationwide-(IL, WI, TX, CO and NC)
- Handled day-to-day operations
- Managed schedule for techs
- Worked DME orders
- Monitored workloads
- Maintained attendance trackers
- Provided quarterly employee performance reviews
- Attended training seminars
- Attend product meetings
- Communicated with suppliers
- Re-established relationships with hospitals and other clients
- Filled in roles as needed

PTPCS- West Center PT Supervisor

UPS-Palatine, IL

September 2021 to April 2022

- Dispatch on demand pick up orders
- Monitor internal systems and overall administrative functioning
- Resolve customer concerns within the operation
- Support safety and compliance within the operation
- Process daily employee time cards and correct any errors
- Manage routes to provide any help to drivers in need throughout the shift
- Coordinate packages that are misloaded to deliver
- Monitor drivers weekly DOT and 9 to 5 hours

PT UPS Preload Supervisor

UPS-Palatine, IL

November 2020 to August 2021

- Started as package handler
- Data entry labels
- Sorting packages
- Inducting packages
- Start up/set up small sort department
- Clean and manage slow machines and equipment
- Communicate with maintenance for belt jams and equipment issues
- Manage up to 40 employees daily
- Work with and communicate with 2 other department supervisors
- Complete daily observations

- Complete annual Safe Work Methods on each employee
- Practice, train and implement safe work methods
- Maintain the flow of production within the small sort department
- Daily walk through to locate any misplaced, fallen or stuck packages
- Check equipment daily for damage or safety concerns
- Complete ongoing management and safety training
- Attend supervisor meetings
- Clean and close down department daily

E-Grocer Shopper

Sunset Food Mart, Inc.-Northbrook, IL
August 2020 to May 2021

- Prepare and shop online orders
- Provide personalized customer service to each client
- Hand select quality produce, meat, and deli
- Quality check products for expiration dates
- Restock as needed
- Manage fellow shoppers and provide clear directions
- Communicate with store managers to improve processes and more efficient customer experiences
- Bag and label customer orders
- Provide orders to customers at drive-up
- Practicing social distancing and proper safety measures with customers
- Communicating with different departments for individual orders and out of stock items

Aerotek Temp

Donlen - A Hertz Company-Bannockburn, IL
August 2020 to November 2020

- Received car titles
- Data entry car titles
- Apply for duplicate car titles
- Handle up to 100 cases regarding titles
- Filing car titles by state and company
- Search and investigate missing titles
- Work with vendors to obtain titles
- Track duplicate titles and update cases daily
- Manage auction titles
- FedEx auction titles to correct auction locations weekly with cover sheets
- Manage salvage titles

- Track and update salvage title requests
- Process salvage titles

FedEx Package Handler

FedEx Ground-Wheeling, IL
May 2020 to November 2020

- Unload trailers
- Load trailers
- Sort packages
- Stack pallets
- Wrap pallets

Amazon Warehouse Ambassador

Amazon-Waukegan, IL
April 2020 to August 2020

- Became training ambassador after 2months
- Order pick customer orders using PIT
- Use scanner to pick items
- Communicate with managers for missing, damaged, or errors with items
- Provide support to other areas when needed
- Practice safety daily using proper lifting methods and operating a PIT
- New hire/rehire training

Front Desk Agent

Hampton Inn & Suites-Deer Park, IL
February 2020 to May 2020

- Check-in/check-out guests
- Process guest payments
- Address guest concerns/issues efficiently
- Stock snack shop/coffee/water
- Maintain a clean work area
- Answer phones
- Create/adjust reservations
- Daily emails on guest/hotel issues or notifications

Spa Desk

XSport Fitness-Libertyville, IL
August 2019 to March 2020

- Greet/check in clients
- maintain and organize spa desk area
- clean/sanitize tanning beds, pods, massage beds

- schedule massages, facials and waxing appointments
- engage with potential clients for trials
- sell self spa memberships
- provide knowledge on health benefits of each service offered
- open/close spa
- follow up with current and potential clients with promotions and offers
- accounts receivable

Administrative Assistant

Peapod-Lake Zurich, IL

October 2016 to January 2020

- Fleet truck maintenance for 4 Midwest locations
- process invoices and maintain maintenance records
- create and analyze spending
- research, organize and host events, holiday parties, and meetings
- plan, organize, host annual awards banquet for 3 locations for up to 100 people
- analyze weekly and monthly fuel/gallons costs
- maintain inventory for department
- order truck parts/supplies
- work with vendors on billing inquiries, orders, and performance
- Accounts payable
- negotiate contracts with current and new vendors
- create slideshow presentations for quarterly driver meetings
- monitor time cards/punches
- research truck improvements
- volunteer for marketing events
- provide support to transportation supervisors and manager
- organize and host department meetings
- make travel arrangements for meetings/events
- Dispatch trucks to help drivers, finish deliveries, and special deliveries

Education

B.A.

SNHU

August 2019 to Present

Associate in Safe Serve Food Sanitation Certified

College of Lake County - Grayslake, IL

January 2001 to December 2011

Associate's degree in Accounting

College of Lake County - Grayslake, IL

January 2001 to December 2005

Skills

- Order Fulfillment
- Microsoft Powerpoint
- Contract Negotiation
- Accounts Receivable
- Title Processing
- Office Management
- Shift management
- Customer service
- Supervising experience
- Front desk
- Office management
- Bartending
- Upselling
- Serving
- POS
- Cash register
- Communication skills
- Food safety
- Restaurant experience
- Hospitality
- Leadership
- Customer support
- Restaurant management
- Management
- English
- Grocery store
- Customer relationship management
- Budgeting
- Negotiation
- Time management
- Hospitality management
- Microsoft Powerpoint
- Microsoft Word
- Microsoft Excel

- Analysis skills
- Administrative experience
- Office experience
- Organizational skills
- Banking
- Windows
- Account management
- Order management system
- Sales administration
- Manufacturing
- Order entry
- Supply chain
- Microsoft Office
- Computer skills
- Logistics
- Payroll
- Assistant manager experience
- Warehouse experience
- Sales
- Google Docs
- Data entry
- Typing
- Clerical experience
- Contracts
- Hotel experience
- Guest services
- Event planning
- Events management
- Produce
- Pricing
- Phone etiquette
- Medical administrative support
- HIPAA
- Patient care
- Call center management
- Profit & loss

Certifications and Licenses

Bassett

August 2023 to August 2026

CPR/First Aid

September 2019 to September 2021

ServSafe Food Handler

March 2021 to March 2024

Driver's License

CPR Certification

Food Handler Certification

Assessments

Customer service — Proficient

July 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer focus & orientation — Proficient

August 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

November 2020

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Administrative support professional fit — Proficient

July 2020

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Written communication — Proficient

August 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Administrative support professional fit — Proficient

July 2021

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.