

Nyla Crosslin

TEMP – TECH

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Objective

Positive and motivated individual with an objective to secure a rewarding position with the potential for advancement, growth, and development. I exercise great work ethic, leadership, as well as self-motivation. Looking to utilize my professional experience, knowledge, and meanwhile, while learning new skills and tools to further my skills and experience.

Experience

Maricopa County / Elections | Temp - Tech 07/2024 - Current

- Providing technical collaboration for Poll Workers
- Deliver technical conflict resolution at polling sites
- Perform various duties as directed
- Retrieves information and enters/updates information in reports, logs or other document / record keeping systems
- Travels throughout Maricopa County to perform laptop software, hardware installations, configurations, repairs, and ongoing support

Amazon Flex | Contractor | Delivery Driver 04/2024 - Current

- Deliver packages in a safe and timely manner
- Operate personal vehicle as a company vehicle while on the clock
- Ability to read, understand and follow Aerial, terrain, and local GPS generated street maps
- Adhere to ADOT's road rules, policies and procedures at all times.

GAP | Unemployment | 07/2023 - 07/2024

- Unemployment Benefits
- Actively seeking employment

Velocity Vehicle Group | Warehouse Associate | Inventory Control Lead / Analyst 11/2022 - 08/2023

- Assist warehouse manager with fulfillment of orders | Monitor inventory and replenish stock
- Analysis and investigate any missing parts | Research and Notify Warehouse and Parts Manager with any and all irregularities and discrepancies with inventory and product(s), for any needed corrections.
- Maintained and managed cycle count of products daily | Maintain records of new and old products in the warehouse database
- Increased customer retention by 25% | Improved product recommendations and increased sales by 15%
- Drove business decisions and reduced operational costs

AutoZone | Parts Sales Manager | Delivery Driver 02/2022-07/2023

- Hire, train, and supervise staff members | Monitor and oversee special orders
- Receive shipments of parts and stock inventory | Assist customers with locating and purchasing the correct parts
- Work with Service Managers to ensure all parts are available for repair jobs,
- Assist the Store Manager in maintaining profitability and through inventory control
- Operate company software to keep track of day-to-day profit and loss, client services, contractual needs and agreements, outsource parts and etc.
- Increased customer retention by 20% | Increased sales by 12% and customer satisfaction by 50%
- Drove business decisions and reduced operational costs

Amazon Warehouse | Warehouse Associate | STOW 01/2022 - 06/2023

- Use/work with innovative technology (such as; handheld scanners, standalone scanners, AI bots and etc.)
- Manually empty multiple containers full of products
- Inspecting each item and/or product for damages
- Scan each item and stow them in their right sized bin

Safe Generation Logistics and Transportation, LLC | Amazon | Delivery Assoc. 02/2021 - 12/2022

- Load, unload, prepare and inspect delivery vehicle before, during and after shift.
- Deliver a wide variety items and product to different address daily.
- Navigate multiple maps and OS while completing scheduled deliveries.
- Ability to safely operate company vehicle in a variety of weather and traffic conditions
- Report any issues with deliveries to dispatch and support (*if needed)

HMD Services | Amazon | Delivery Driver 01/2020 - 01/2021

- Navigate multiple maps and OS while completing scheduled deliveries
- Ability to safely operate company vehicle in a variety of weather and traffic conditions
- Deliver a wide variety items and product to at least 300 different addresses daily.
- Adhere to ADOT's road rules, policies and procedures at all times.

Team Security | Security Officer 09/2019 - 12/2019

- Provide adequate customer service as needed
- Be Bearing in the time of need
- Provided a safe and secure environment for clients, customers, and personnel
- Deescalate issues as they arise
- Be vigilant, observant, take notes, make/do reports
- Patrol assigned facility/facilities

Owl Inc | Dispatcher | Customer Service Expert | Driver 12/2018 - 02/2019

- Answer multiple phones | Execute routes | Assist with office admin
- Communicate effectively with dispatch team members on & off site
- Dispatch routes to driver | Inform drivers of any necessary changes to his/her routes
- Transport Medical Clients to various doctor's appointment via stretcher, wheelchair, scooters, and walkers

Redflex Traffic Systems | Mobile Unit Lead Operator | Driver 03/2018 - 11/2019

- Meet with Field Tech every morning for daily briefing
- Prepare daily deployment routes
- Deploy Field Techs with Speed Camera vehicle, OS tools and equipment
- Observe Field Techs and Report to upper management
- Pick-up Field Techs after deployment and set-up is complete

W.W. Grainger | Customer Experience Representative 12/2016 - 10/2017

- Take incoming calls from existing and new customers to assist with finding an item(s) to place an order(s).
- Assist with locating customer orders | Help maintain customer account/accounts
- Take payments for overdue balances | Process Call-Tags
- Provide all customer with an excellent but swift experience
- Increased customer retention by 20% | increased sales by 30%

UPS | (PVD)Personal Vehicle Driver 11/2014 - 01/ 2015 | 11/2017 - 01/2018

- Meet with "Box Truck" drivers to receive delivery load and route map
- Deliver packages in a safe and timely manner
- Operate personal vehicle as a company vehicle while on the clock
- Greet customers with a warm smile brisk service
- Operate company "Diad" phone to scan packages in/out Pick up "Call-Tags"
- Ability to read, understand and follow local GPS generated street maps
- Assisted other drivers with completing assigned packaged routes.

State Farm Stadium | Operations | Change - Over 06/2014 - 07/2016

- Prepare the stadium for all events held; Football, Monster Trucks, Concerts and etc.
- Utilization of organizational as well as time management skills to facilitate request.
- Configure and construct old and new spacing needed per each event as required due to attendance turn-out
- Main set-up for "AZ Cardinals," home games.

Grievance Leave of Absence 6/2013 - 12/2013 | 12/2013-6/2014

- Took care of, handled financial, and personal matters of family member whom is now deceased.

US Airways Center | Footprint Center |S.E.S. Security Officer 4/2011 - 10/2012 | |6/2013 - 12/2013

- Provided visible security presence to deter criminal activity and address unacceptable behavior.
- Completed logs, filed incident reports and managed other files as needed.
- escorted guests and provided information regarding nightly events.
- Utilized knowledge of protocols established for serious and urgent situations.
- Monitored visitor and authorized personnel list.

Stream Global Services | AT&T U-verse | Customer Service Representative 03/2010 - 06/2013

- Recruited over 45 clients' monthly and retained customers through self-selected inquiries and auto generated systems.
- Actively utilized strong communication skills to answer calls and properly handle escalated issues.
- Provided outstanding service and built customer satisfaction by meeting achievable customer expectations.
- Utilize standard operating procedures, as well as adhering to company policies and procedures. Managed overdue and outstanding customer payments and conducted credit checks.
- Increased customer retention by 60% and increased sales by 65%
- Reduced fraudulent charges by 45%

Desert Eagles LLC | Aquilas Bails Bond | Bail Recovery Agent (Bounty) 07/2008 – 10/2009

- Contracted to take on and apprehend bail jumpers and wanted fugitives
- Take "failure to appear," fugitives in custody per bondman's request
- Investigate all possible known leads, addresses and locations where fugitive(s) are known to hangout and hide-out
- Confiscate property/properties placed on agreement with Bails Bondman.
- Engage in stack-outs, feet pursuit, undercover investigations, crowd control, and etc.
- Attend court hearings as deemed necessary
- Engage with local Police for a safe and successful apprehensive turn-over

W.I.S. International | Inventory Agent 04/2007 - 05/2008

- Productive duties are to count stock for client companies such as retail and major stock stores. (i.e.; Wal-Mart, Macy's, Walgreens, CVS, Burlington, Home Depot, JC Penny, and etc.)
- Production of this company is to contact nationwide potential candidates using excellent customer service to retrieve information for sells.
- Utilize Company Scanner to scan items, upload and retrieve cycle count as well as send data to auditors

McDonald's Corporate | Franchise | Cashier 06/2006 - 04/2008

- Provide efficient customer service to customers at all times, in the store and in drive thru
- Operate drive thru with wireless headset and front counter P.O.S cash register
- Receive truck, stock, and keep track of inventory for stock orders
- Prepare food for upcoming orders
- Clean, restock, and prep store for next upcoming shift / crewmember.

PAJ - Central Parking | Traffic Director (TD) to Lead (TD) 08/2005-12/2005

- Direct and control the flow of traffic during specialized and localized events, concerts, and more.
- Understand, Follow, and execute the rules and regulations of the traffic and parking procedures to the correct leading locations.
- Monitor tailgaters and party goers to assure all property, local, and state laws are being adhered to.

TURN-KEY SOLUTIONS | Customer Service Rep. | Sales Agent 06/2001- 02/2002 02/2006 -04/2006

- Contact nationwide potential candidates using excellent customer service to retrieve information for sells.
- Confirm Candidates and customers contact information is up-to-date for delivery of products.
- Obtain new leads for a potential client and provided trusted source of informal information tailored to each client and customers' needs.

Education

Trevor G. Browne H.S. | Diploma | 1998 – 2002

General Studies Major: General Studies

Major:

Suns – Diamondback Education Academy | Diploma | 2002

Major: Geometry

Metro Tech H.S. | Cert. Of Completion | 2000 - 2002

Major: Law Enforcement

Living Classrooms | Baltimore, Md | 2002

Major: Cert. In Youth Advocacy & Council

Job Corps | Phoenix, Az | 2008

Major: Computer Technology (A+)

College America | Phoenix, Az | 2007 - 2008

Major: Medical Assistant

Phoenix College 2011

Major: Music Business

Code Academy | Online | 2024 - Current

Major: Computer Science and Information Technology (A+)

Skills & abilities

- Management | Problem solving | Communication | Leadership | Public Relations | Management
- | Problem solving | Communication | Leadership | Public Relations |
- Resolution Management | Customer Service Expert | Retail | Sales & Negotiation
- Driver/Mobile Operater | Box Truck Driver | Route Driver | Delivery Driver
- MS Office | MS Word | MS Excel | MS PowerPoint | MS Windows
- Feight Experience | Warehouse Experience | Load & Unload | Pallet Jack | Forklift
- Public Safety | Security | Law Enforcement | Surveillance | Crowd Control
- Cashier | Clerical | Filing Clerk | Collector | Sales Management | Purchasing
- Tech Support | Mo-Fi | Siera | Loops | Wi-Fi | LAN | PC | Laptop | IOS | Cables | Wireless

Work Style

I am a Candidate that has the tendency to be reliable, dependable, and act with full integrity at work.