

Jayla Ramsey

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Work Experience

Supervisor

Amazon Warehouse - Charlotte, NC

May 2022 to Present

I supervised and oversaw about 10-12 employees to make sure they were using warehouse safety precautions and performing their job correctly. Another one of my responsibilities was serving as a key contact for all Amazon related activity and daily operations of the business to maintain customer satisfaction and sales growth.

Supervisor

FedEx Ground - Charlotte, NC

January 2021 to April 2022

I trained and oversaw about 15-20 facers and package handlers simultaneously. My responsibility was to assure packages were put on the belts properly, and making sure every person was taking safety precautions. I was also responsible for directing employees to make sure customer satisfaction was a priority, by making sure all packages were delivered on time and damage free.

Front Desk Receptionist

Holiday Inn Express and Suites - Charlotte, NC

April 2020 to December 2021

I assisted guests with checking in and out and took care of any front desk duties that needed to be handled. I also maintained calendars for appointments, sorted through mail, made copies, and planned travel arrangements. While also keeping the reception area tidy and answering any calls.

Customer Service Representative

Cigna - Charlotte, NC

March 2019 to April 2020

I took care of any customer calls that were having problems and or questions of any kind. I also provided solutions for any specific situation and prioritized the customers needs for each step.

Warehouse Member

Amazon - Colfax, NC

June 2018 to February 2019

I took warehouse safety precautions while handling packages, received and put away inventory. I also got customer orders ready for shipment, and used scanners to read bar codes on products.

Education

High School/ Diploma

— Education RJ Reynolds

June 2018 to June 2018

Skills

- -active listening skills -communication -customer service -interpersonal skills -teamwork skills -open-mindedness -organization
- Warehouse experience
- Customer service
- Front desk
- Hotel experience
- Skilled Collaboration (2 years)
- Effective Cross Functional Communicator (1 year)
- Leader (1 year)
- Analytic Thinker (1 year)
- Rapid and Adaptive Learner
- Solution Oriented Professional