

SHAREEFAH GOOCH

CUSTOMER SERVICE SPECIALIST

CONTACT

973-592-7679
SHAREEFAHGOOCH@GMAIL.COM

PROFILE

Currently a Distribution Center Clerk, looking to obtain a customer service position

EXPERIENCE

TH MARINE / TANNER, AL
DISTRIBUTION CENTER CLERK

7/2023- PRESENT

- Help with monitoring box accounts like Lowes, Academy, Walmart and Amazon
- Communicate with warehouse staff of needs for shipments and accounts.
- Communicate with customers/accounts on shipments (delays, issues)
- Organize and maintain accurate files for all projects.
- Support DC Manager and Warehouse Supervisor to ensure accurate completion of assigned projects.
- Utilize various computer programs such as Microsoft Office, Netsuite and Shiphawk
- Print, pick, pack and ship orders.
- Use PIT equipment such as cherry picker and rider pallet jack

ALORICA/BCBSNJ | Huntsville, AL
CUSTOMER SERVICE REPRESENTATIVE

12/2017 - 08/2019

- Utilize computer programs such as Nasco, UCSW, TPX, OLI, VMWARE, LOTUS NOTES, IWPM for Work@Home
- Handle customer calls, abide by HIPPA regulations Explain and process insurance benefits and claims.
- Keep records, mail and email various documents.

Huntsville Hospital Logistics | Huntsville, AL
ORDER PICKER

03/2017 - 07/2018

- Review, pick and package orders for all medical supplies, scan items, operate cherry picker, pallet jack, and scanner, palletize items. Complete all required paperwork.

US Postal Service | Jersey City, NJ
CITY CARRIER ASSISTANT (CCA)

08/2014 - 04/2016

- Organize, compile, and distribute USPS mail, parcels and other USPS products.

Star Career Academy | Newark, NJ
STEWARD/ASSISTANT

08/2012 - 08/2014

- Distribute food and material requisitions to classrooms (students and chefs)
- Prepare food while utilizing ServSafe guidelines
- Handle purchasing of chemicals (Ecolab), paper goods and all culinary supplies
- Stocking, housekeeping, record keeping/data entry, filing, answering phone calls and emails

EDUCATION

RUTGERS, THE STATE UNIVERSITY OF NJ | New Jersey

Psychology/Social Work (Some Coursework)

6/2007-5/2010

MONTCLAIR HIGH SCHOOL | Montclair, New Jersey

HIGH SCHOOL DIPLOMA

06/2007

CERTIFICATES

IPC/WHMA-A-620

Serial No. A620DS-24090632733

Valid Sep 2024- Sep 2026

IPC/WHMA-A-620 Certified IPC Trainer: Keith Davis - Calhoun Community College

IPC J-STD-001

Serial No. J001SH-24092776063

Valid Sep 2024-Sep 2026

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