

DELILAH BLACKTONGUE

Spanaway, WA 98387 | (H) (253)686-3333 | (C) (253)686-3333 | delilahjblack@gmail.com

Professional Summary

Meticulous worker, excellent at juggling multiple tasks and working under pressure. Patient and personable, focused on developing and maintaining trusting relationships with coworkers, customers, and my employers.

Skills

- Microsoft Word and Excel
- Quick learner
- Strong client relations
- Exceptional customer service
- Management skills
- Detail-oriented
- Animal nutrition knowledge
- Hardworking
- Upbeat and energetic
- Flexible schedule
- Ability to lift items 50lbs for long periods of time
- Staff training and development
- Assembly and Production experience
- Order Picking and Processing
- Packaging
- Merchandising
- Receiving

Work History

Warehouse Worker

04/2019 to Current

Central Garden & Pet – Auburn, WA

- Loaded, unloaded and moved material to and from storage and production areas.
- Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
- Alternated goods in inventory by observing first-in/first-out approach to keep shelves organized and properly stocked.
- Used forklifts and pallet jacks to relocate products.
- Transferred inventory to and from target destinations using forklifts and other transportation vehicles.
- Inspected work areas for cleanliness and obstacles and removed cartons and boxes to keep work areas organized and hazard-free.
- Performed inventory control, such as counting and stocking merchandise.
- Operated company vehicles and heavy equipment with focus on safety and risk management.
- Prepared orders for shipment by systematically picking, packing and labeling merchandise.
- Consistently lifted materials weighing as much as 55 pounds.

Customer Service Representative

10/2017 to 04/2019

Central Garden & Pet – Auburn, WA

- Educated customers on promotions to enhance sales.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Responded to customer requests for products, services and company information.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Recommended [Pet products](#) to customers, thoroughly explaining details.
- Entered customer interaction details in Prelude to track requests, document problems and record solutions offered.

Dog Walker

09/2017 to Current

WAG! – Seattle Washington

- Pick up and drop off dogs from their homes
- Ensure security of their homes when picking up and dropping off
- Understand special requests and conditions for each dog

- Walk dogs outdoors in all weather conditions
- Give each dog love and attention
- Ensure each dog is getting exercise and potty breaks
- Ensure safety of the dogs
- Remove pet waste
- Maintain leadership of the pack of dogs
- Take photos of the dogs to keep owners updated
- Refresh water
- Manage your own schedule via phone, email and text message
- Keep track of your time and submit to the employer

General Manger

12/2016 to 09/2017

Junkyard Bones – Renton Washington

- Worked in the kitchen preparing, and smoking dog treats.
- Labeled, packaged and sealed treats on production line.
- Cleaned and maintained production area.
- Setup and maintained relationships with new, and current wholesale accounts.
- Researched and customized service proposals for clients.
- Packed and completed treat orders for Junkyards Wholesale company.
- Completed on-time deliveries by choosing the best and most efficient routes.
- Set up Junkyard's first pet supply retail location.
- Set up accounts with pet supply distributors.
- Created efficient inventory system.
- Carefully interviewed, selected, trained and supervised staff.
- Correctly calculated inventory and ordered appropriate supplies.
- Reordered inventory when it dropped below predetermined levels.
- Examined merchandise to verify that it was correctly priced and displayed.
- Conducted store inventories once per quarter.
- Assigned employees to specific duties to best meet the needs of the store.
- Counted cash drawers and made bank deposits.

Raw Pet food Production Associate

06/2016 to 04/2017

Natural Pet Pantry – Seattle Washington

- Receive food items and ensure appropriate storage.
- Operate food processing equipment.
- Ensure that all raw food items received are of good quality and appropriate quantity.
- Sort food items according to their type.
- Made sure that frozen food items are stored and rotated properly.
- Fed raw materials into production machinery.
- Participate in packaging and assembling food items.
- Prepare processed food in accordance to recipes.
- Ensure that food products are processes and prepared by following HACCP standards of cleanliness and hygiene.
- Perform preventative and general maintenance on food production equipment.
- Perform duties on the packaging line by loading and adjusting items.
- Labeled packaged food items appropriately.

Shift Lead

11/2015 to 06/2016

PetPros – Auburn, WA

- Earned management trust by serving as Shift Lead, key holder, and responsibly opening and closing store.
- Counted cash drawers and made bank deposits.
- Assigned employees to specific duties to best meet the needs of the store.
- Reordered inventory when it dropped below predetermined levels.
- Instructed staff on appropriately handling difficult and complicated sales.

- Cross-trained and backed up other customer service managers.

Customer Service Representative

03/2014 to 11/2015

Pet Pros – Bonney Lake, WA

- Greeting customers entering the store to ascertain what each customer wanted or needed.
- Describing product to customers, and accurately explained details, and care of merchandise.
- Provide an elevated customer experience to generate a loyal clientele.
- Answering product questions with up-to-date knowledge of sales, and store promotions.
- Set up and explain new membership contracts.
- Replenishing supplies through out the store, such as dog food bags and other materials
- Check in, and unload freight four to five days a week.

Electronics Sales Associate

03/2013 to 12/2013

Wal-Mart – Puyallup, WA

- Welcomed customers into the store and helped them locate items
- Answered questions on products
- Handled multi-line phone system, answered customer telephone calls promptly, and in an appropriate manner
- Stocked and replenished merchandise according to store merchandizing layouts.
- Cleaned and organized the store, including the checkout desk and displays.

Volunteer Worker

02/2014 to 04/2014

Farris Veterinary Clinic – Puyallup, WA

- Greeted customers.
- Assisted Veterinarian.
- Interviewed clients to determine reason for visit and documented concerns.
- Assisted veterinarian during medical and surgical procedures.
- Cleaned, restocked and organized examination rooms.
- Assisted veterinarian during immunologic, medical, surgical and diagnostic procedures.
- Positioned animals for diagnostic imaging such as x-rays.
- Maintained accurate pharmacy records and controlled drug, anesthesia, fecal, and heartworm test logs.

Education

High School Diploma

2013

Emerald Ridge High School - Puyallup, WA

References

Cori Elliot (253) 906-0492, Sierra Meyers (253) 882-8768, Tam Do (206) 218-6806,
Sara Rowe (253)230-6504, and Mark Lynch (253) 332-9348