

Joshua Richard

439 Lowell St

Dubuque, IA 52001 United States

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Work Experience:**Klauer Manufacture Associate (Present)**

Load and unload items from machines, conveyors, and conveyances. Operate machinery used in the production process, or assist machine operators as needed. Place products and parts in equipment or on work surfaces for further processing, inspecting, or wrapping/packaging as needed. Inspection of products or material to verify all quality standards are in order. Transfer finished products, raw materials, tools, or equipment between storage and work areas of plants and warehouses, by hand or using hand trucks or powered lift industrial trucks. Clean work areas and equipment as directed. Audit and count finished products to determine if product orders are complete. Utilize forklift, motorized pallet jack or manual pallet jack and pallet wrapping equipment, to safely prepare finished products for shipping. Load and unload incoming and outgoing shipments. Complete daily safety check sheets and report unsafe conditions immediately. Assist any and all functions of other departments within Klauer Manufacturing as directed.

Accenture (4/2020 – 08-2021)

Hours per week: 40

Customer Service**Duties, Accomplishments and Related Skills:**

- Supervisor Customer Service and Team Lead
- Lead, supervises the Customer Service teams.
- Assists in the staffing process and training of all CSR staff.
- Provides leadership to the customer service team on a daily basis to enhance overall performance.
- Proficient with Microsoft Excel for multiple clients to gather and manage data within excel sheets.
- Used Microsoft Excel Data Entry, Data Management for multiple clients

Public Administration - City of Carrollton (04/2017 - 04/2020)

1945 E Jackson Rd

Carrollton, TX 75006 United States

Hours per week: 40

- Provided administrative support to senior staff members; included tracking projects, scheduling complex calendars, organizing internal/external meetings, coordinating travel arrangements, and registering staff for conferences/seminars
- Prepared financial and project plans, including preliminary reinvestment zone financing plan

- Conducted public hearings and approved district boundaries by ordinances
 - Researched special projects and initiatives to ensure accuracy of information provided to public and department heads
 - Established relationships with City officials and department heads; regularly traveled to meetings, conferences, and trainings
 - Edited and managed all outgoing documents, in addition to screening and routing incoming calls, emails, and regular mail
 - Organized and maintained central file management database; managed all files, documents, retention, storage, and purges
 - Procured all office supplies, equipment, and furniture; processed purchase orders and check requests
 - Liaised with vendors/suppliers to resolve billing issues; recommended new vendors to senior staff based on best pricing
 - Proficient with Microsoft Excel to gather and manage data within excel sheets.
 - Used Microsoft Excel Data Entry, Data Management
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Department of Parks and Forestry

50 W 13th St

Dubuque, IA 52001 United States

03/2012 - 04/2017

Hours per week: 40

Crew Leader

Duties, Accomplishments and Related Skills:

- Maintained and repaired park facilities, public use buildings, and outdoor recreational areas; included tree planting operations, landscaping, groundskeeping, cleaning, maintaining water systems, and providing traffic control
 - Operated, repaired, and maintained a wide range of manual and powers tools, vehicles/trucks, and mechanical equipment
 - Participated in special projects, such as conversion of Jackson Park to a recognized Historical Native American Park
 - Worked all annual holiday events, including Memorial Parades, Independence Day, Christmas, Thanksgiving, and Veterans Day
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Culvers

4800 Asbury Rd

Asbury, IA 52002 United States

01/2010 - 03/2012

Hours per week: 40

Assistant Manager

Duties, Accomplishments and Related Skills:

- Runs shifts effectively to ensure quality products, guest service, and restaurant cleanliness meet system standards.
- Ensures proper product quality control, presentation and hold times according to the Operations Training Manual, Order Assembly.

- Accesses financial information and completes weekly sales and labor during their shift.
- Ensures proper follow up of visitation and full field reports, including but not limited to cleanliness, hospitality, and ground appearance.
- Prepares and reviews daily reconciliation report against daily control totals from cash register system ensuring accuracy.
- Runs financial report, counts afternoon drawers, enters drawer pickups and completes daily. (MS Excel)
- Ensures team is cross-trained by the training team effectively.
- Help identify and develop candidates for the crew chief position.
- Directs weekly and monthly odd jobs to team assigning them to daily deployment sheet.
- Demonstrates positive and effective role modeling for all team members through appearance and attitude.
- Attends all manager and team member meetings.
- Follows and encourages team to follow all restaurant policies and procedures.
- Checks e-mail and extranet twice daily during each shift and responds as necessary.

Econofoods

3355 Kennedy Cir
Asbury, IA 52002 United States
Phone: 5635820012

08/2001 - 12/2009

Hours per week: 40

Assistant Manager

Duties, Accomplishments and Related Skills:

- Acting Store General Manager when absent
- Managed to keep the store running smoothly
- Oversee employees providing the best customer service
- Assisted in training new employees with departmental work duties
- Scheduled employees work times, resolved customer issues, payroll accuracy (MS Excel)
- Assisted in the selection process of new hires and interviews

Education:

Senior High Dubuque, IA United States

High school diploma or equivalent

GPA: 3.5

Northeast Iowa Community College Peosta, IA United States

Associate's degree

Emmaus Dubuque, IA United States

Bachelor's degree

Language Skills:

Language Spoken Written Read

English Advanced Advanced Advanced

Affiliations:

Quantum Grammar Community - Student

Additional Information:

- Expertly coordinates, executes, and supports a wide range of public affairs projects, initiatives, plans, and workflows
- Balances and manages multiple, deadline-driven projects with efficiency, a sense of urgency, and keen attention to detail
- Ensures all aspects of complex projects are completed accurately and final product conforms to project specifications
- Delivers results autonomously, collaboratively, and with minimal supervision while ensuring compliance and confidentiality
- Models impeccable integrity, as well as transparency, accountability, and a collaborative approach to problem-solving
- College Educated
- **Self Educated in the areas:**
- Cybersecurity
- Intelligence Analyst
- History (US History, Ancient Civilization)
- Classical Literature
- Masterclass in Film Studies & Creative Writing

Areas of Expertise:

- Administrative & Project Support
 - Business Writing & Editing
 - Executive Reports & Presentations
 - Calendar Management
 - Correspondence Management
 - Public Relations/Public Affairs
 - IT & Cybersecurity
 - Data Research & Analysis
 - Internal Controls & Compliance
 - Creative Problem Solving
 - Event Planning & Management
 - Public Speaking & Networking
 - Vendor & Supplier Relations
 - Team Leadership
 - Cross-Functional Collaboration
- Cityworks • ArcGIS • Microsoft Office Suite (Including Access & OneNote)