

## JAMES CARVER ROBERTS

Stafford, VA

571-991-5181

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### Professional Summary

Fast learner and self-Motivated seeking an entry-level position in technical support, excellent customer service, communication skills both written and oral. Strong inventory management and reporting, sorting and maintenance skills. Team player with strong interpersonal skills, fast learner. Passion about technology with desire to learn new innovations and goals.

### Technical Skills

*Operating Systems: Experience using Mac OS and PC-compatible systems*

*Troubleshooting: Virus/Malware Cleanup, PC Repair*

*Hardware: Install/Uninstall, Monitor Setup*

*Software: Remote Desktop Support, Printer Setup, ServiceNow*

*Network: Active Directory*

*Printers: Managing User Accounts*

### Education, Certifications & Experience

- Security + CompTIA
- Microsoft Office
- **Northern Virginia Community College, VA. BA** Continuing Education in Business Administration
- North Stafford High school, VA High School \* Diploma
- Great written and verbal communication skills
- ServiceNow

**Continuing Education:** ServiceNow CSA (Certified System Administration) Certificate

## PROFESSIONAL EXPERIENCES

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### Amazon

Manassas, VA • November 2021- February 2022

#### Warehouse Lead

- Receive inbound shipments.
- Work independently and as part of the team while overseeing the stow process.
- Pick and pack customer orders. Perform post-resolution follow-ups to help requests
- Manage ticketing queues in a timely manner to maintain defined Service Level agreements
- Quality assurance.
- Label different types of merchandise and ensuring the maintenance of adequate stock levels.

## **Reliance Roofing & Waterproofing**

Manassas, VA • April 2021-Septemebr 2021

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### Supply Handler

- Oversee day to day operations.
- Monitor supplies that are needed for job details.
- Responsible for making sure the work area is maintained.

## **Kelvic Construction**

Stafford, VA • October 2020-March 2021

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### Pipe Layer

- Managed all supplies that are needed for the day.
- Prepare the work area for task that are to be done for the day.
- Oversee that all construction materials are available.

## **Harvest Life Changers**

Woodbridge, VA • August 2018 – August 2019

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### Facility Team Member

- Assist CEO and Facility Manager with conferences, events and building setup and maintenance.
- Responsible for the maintenance and upkeep of lobby reception area by receiving deliveries, managing new and positioning new inventory and supplies.
- Ensuring a professional appearance of the main reception area
- Organizing and conducting regular inventory of building supplies and furniture
- Assured a high-level of customer satisfaction through polite, timely and effective handling of business supplies and inventory
- Lift, move, and carry boxes more than 15 lbs.

## **Fort Belvoir Exchange**

Fort Belvoir, VA • June 2017-June 2018

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### Custodial and Maintenance Team Member

- Maintain excellent appearance through external facility and general retail maintenance
- Support staff through setup and organization of retail space for products and sales
- Maintain knowledge of occupational hazards and safety practices to maintain potentially, hazardous materials
- Perform routine, nightly maintenance using advanced cleaning equipment
- Monitor and secure activities in and around all work areas, keep improving creativity, style guide and design spec while executing campaigns
- Coordinate with internal teams to prioritize on execution and campaign performance