

# *Michael Stewart*

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## **EXPERIENCE:**

### **University of Arkansas at Little Rock**

May 2018 – Present

*Shipping and Receiving Clerk*  
Little Rock, AR

- Examine shipment contents and compare with records, such as manifests, invoices, or orders, to verify accuracy.
- Record shipment data, such as weight, charges, space availability, damages, or discrepancies, for reporting, accounting, or recordkeeping purposes.
- Prepare documents, such as work orders, Purchase Orders, or shipping orders, to route materials.
- Confer or correspond with establishment representatives to rectify problems, such as damages, shortages, or nonconformance to specifications.
- Contact carrier representatives to decide or to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments using hand truck, conveyor, club cart, or truck.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

### **Murphy's USA**

April 2017 – September 2017

*Customer Service*  
Little Rock, AR

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions and provide information on procedures or policies.
- Sell tickets and other items to customers.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Sort, count, and wrap currency and coins.

### **United Stated Postal Service**

November 2014 – February 2016

*Customer Service*

Little Rock, AR

- Weigh letters and parcels, compute mailing costs based on type, weight, and destination, and affix correct postage.
- Check mail to ensure correct postage and that packages and letters are in proper condition for mailing.
- Sort incoming and outgoing mail, according to type and destination, by hand or by operating electronic mail-sorting and scanning devices.
- Obtain signatures from recipients of registered or special delivery mail.
- Answer questions regarding mail regulations and procedures, postage rates, and post office boxes.
- Transport mail from one work station to another.
- Sell and collect payment for products such as stamps, prepaid mail envelopes, and money orders.
- Keep money drawers in order, and record and balance daily transactions.
- Rent post office boxes to customers.
- Provide customers with assistance in filing claims for mail theft or lost or damaged mail.
- Cash money orders.

**United States Navy**

May 2009- March 2013

*Supervisor/Computer Network Technician*

Various Locations

- Back up network data.
- Configure security settings or access permissions for groups or individuals.
- Identify the causes of networking problems, using diagnostic testing software and equipment.
- Document network support activities.
- Troubleshoot network or connectivity problems for users or user groups.
- Evaluate local area network (LAN) performance data to ensure sufficient availability to identify network problems or for disaster recovery purposes.
- Perform routine maintenance or standard repairs to networking components or equipment.
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Test computer software or hardware, using standard diagnostic testing equipment and procedures.
- Install or repair network cables, including fiber optic cables.
- Create or update technical documentation for network installations or changes to existing installations.
- Train users in procedures related to network applications software or related systems.
- Test repaired items to ensure proper operation.
- Document help desk requests and resolutions.

**EDUCATION AND CERTIFICATIONS:**

**University of Arkansas at Little Rock-** January 2018

Seeking Bachelor of Science

Major: Information Science

Little Rock, AR

**National Lift of Arkansas-** November 2016

OSHA Compliant Forklift Certification

Little Rock, AR

**Little Rock Central High School-** May 2005

High School Diploma

Little Rock, AR