

Kenna Harrelson

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Willing to relocate to: Truesdale, MO - Saint Peters, MO - Saint Charles, MO

Work Experience

Freight Broker/Dispatcher

Big State Logistics-Tupelo, MS

January 2024 to March 2025

- Negotiated and secured competitive rates with carriers to maximize profit margins for freight shipments
- Utilized industry-specific software to track shipments, update customers on status, and resolve any issues or delays
- Developed strong relationships with carriers, consistently securing capacity for client shipments even during peak seasons
- Resolved billing discrepancies by working closely with accounting department and carriers to ensure accurate invoicing
- Provided exceptional customer service by promptly addressing inquiries, concerns, or complaints from clients or carriers
- Conducted thorough research on potential carriers' safety records and performance history before establishing partnerships
- Managed multiple priorities simultaneously while maintaining attention to detail in a fast-paced environment
- Collaborated with warehouse teams to coordinate loading/unloading schedules based on carrier availability
- Assisted in the resolution of disputes between shippers/consignees regarding damaged or lost cargo

Sonic Carhop

Sonic Drive-In booneville ms-Booneville, MS

June 2023 to January 2024

- Greeting customers and taking orders: Approaching customers with a positive attitude, taking orders accurately, and ensuring proper communication.
- Food delivery: Carrying and balancing trays with food items to customer vehicles, delivering orders promptly.
- Payment handling: Processing payments, making accurate change quickly.
- Tray removal: Clearing trays and trash from customer vehicles.
- Maintaining cleanliness: Keeping the work area clean and sanitized, including trash disposal.
- Quality control: Ensuring all food items meet quality standards before serving.
- Compliance with standards: Adhering to company policies, safety guidelines, and uniform requirements.

Garden Associate

The Home Depot-Tupelo, MS

May 2023 to January 2024

Greeting customers and actively engaging them to identify their gardening needs.
Answering questions about plants, gardening techniques, and product features.

Providing product recommendations and helping customers select the right items for their projects.

Dollar General key holder

Dollar General-Baldwyn, MS

January 2023 to May 2023

Store Opening & Closing:

Opening and closing the store, including activating and deactivating security systems, managing cash drops, and ensuring proper store closure procedures.

Supervisory Duties:

Leading and assigning tasks to other staff members, providing training to new employees, and ensuring adherence to company policies

Customer Service:

Assisting customers with product inquiries, resolving issues, and providing a positive shopping experience

Inventory Management:

Checking stock levels, stocking shelves, managing deliveries, and identifying potential inventory issues

Cash Handling:

Operating the cash register, balancing cash drawers, and handling cash transactions

Store Maintenance:

Maintaining a clean and organized store environment, including cleaning floors, fixtures, and displays

Loss Prevention:

Monitoring for potential theft, adhering to security protocols, and reporting suspicious activity

Administrative Tasks:

Completing paperwork, managing employee schedules (depending on location), and communicating with store management

Sonic Manager

Sonic Drive-In-Baldwyn, MS

November 2021 to March 2023

Operations: Manage the daily operations of the restaurant, including food service, cleaning, and sanitation

Budget: Manage the restaurant's budget, including food, paper, and other supplies

Customer service: Resolve customer complaints and queries, and ensure employees focus on customer service

Safety: Ensure compliance with safety and health regulations

Sales: Set and motivate staff to meet sales targets

Marketing: Prepare promotional displays and materials

Records: Maintain employee and payroll records

Inventory: Monitor and maintain inventory levels

Lathe Operator

C and C Machine and Fabrication-Pontotoc, MS

January 2020 to January 2021

Set up and operate lathe machines:

Load materials onto the lathe, select appropriate cutting tools, adjust machine settings like cutting speed and feed rates based on blueprints and job instructions.

Read and interpret blueprints:

Understand technical drawings to determine required dimensions, tolerances, and machining operations.

Measure and inspect workpieces:

Use precision measuring tools like calipers, micrometers, and dial indicators to verify dimensions and quality of finished parts.

Monitor machine operation:

Observe the lathe during operation to identify potential issues like tool wear, vibrations, and ensure smooth cutting process.

Make adjustments as needed:

Adjust cutting tools, machine settings, and coolant flow to maintain required tolerances and quality.

Perform basic maintenance:

Clean and lubricate the lathe, replace worn tools, and report any machine malfunctions.

Maintain safety standards:

Follow safety protocols related to machine operation, including proper use of personal protective equipment (PPE).

Sonic Manager

Sonic Drive-In-Mary Esther, FL

April 2019 to November 2020

Operations: Manage the daily operations of the restaurant, including food service, cleaning, and sanitation

Budget: Manage the restaurant's budget, including food, paper, and other supplies

Customer service: Resolve customer complaints and queries, and ensure employees focus on customer service

Safety: Ensure compliance with safety and health regulations

Sales: Set and motivate staff to meet sales targets

Marketing: Prepare promotional displays and materials

Records: Maintain employee and payroll records

Inventory: Monitor and maintain inventory levels

Education

GED

Skills

- Logistics
- Pallet Jack
- Forklift
- Warehouse Experience
- Freight Experience