





# MITCHELL GARRISON

Covington, WA 

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www.Mitchell-G.com 

Detail-oriented, quick-learner who has a passion for technology and software engineering. Years of customer service experience resulting in a customer-first approach to everything.

Highly motivated team player who knows how to ask questions and take direction. Skilled in team leadership and project management, always maintaining focus on deadlines. Trained and conducted performance reviews for hundreds of teammates during years of warehouse management. Efficiency expert certified in 5S and Six Sigma organizational processes. Understands the importance of timely and concise communication.

## TECHNOLOGICAL SKILLS:

HTML/CSS

JavaScript

React

Python

Django

Express

NodeJS

Slack

Trello

MongoDB

SQL + PostgreSQL

Google Suite Tools

Github + GIT Version Control

Advanced Excel + Pivot Tables

## EDUCATION:

**Microsoft Excel for Data & Business**

**Analytics Certification - Udemy.com**

November 2022

**Software Engineering Certification**

**- General Assembly**

October 2022

Software Engineering Immersive Program that included over 400 hours of professional training over 12 weeks. This course utilized a hands-on approach to design and build web applications with full functionality through HTML, CSS, JavaScript, React, and Python.

**Washington State University – Pullman, WA**

**Bachelor of Arts**

Communications Major

June 2007

## PROFESSIONAL EXPERIENCE:

### **FULFILLMENT MANAGER**

**February 2016 – May 2022**

**System Three Resins, Inc.**

**Lacey, WA**

- Led a customer-focused team driven by data analytics and inventory control processes.
- Supervised 15 full and part-time employees and managed daily warehouse operations.
- Provided exceptional customer service regarding technical knowledge, shipping availability, and project estimates.
- Created a quality control process to make sure all orders shipped accurately and on time.
- Implemented an organizational system that created a standard for each position in the warehouse and an accountability toolkit, which increased efficiency and employee retention.
- Resolved any damaged orders or shipment discrepancies between the carriers and customers.
- Trained all employees on the vendor central software to submit and track hundreds of orders daily.
- Certified in IATA hazardous goods shipping for all international and hazardous air shipments.

### **WAREHOUSE LEAD**

**July 2009 – February 2016**

**Owens and Minor Distribution, Inc.**

**Sumner, WA**

- Responsible for on-boarding and training of new employees and accuracy audits of all teammates.
- Managed team of order-pickers who used mobile scanners and voice-picking technology to build and ship “Just-in-Time” orders of critical medical supplies across the Pacific Northwest region.
- Certified in all warehouse equipment as well as hazardous material disposal.