

Alnora Watts

Jacksonville, FL ● Konomisama@gmail.com ●

MOTIVATED, HARD-WORKING AND TECHNICALLY SKILLED INDIVIDUAL known for accuracy, attention to detail and exceptional leadership capabilities currently an RMA Clerk for the fifth largest manufacturer worldwide of POS terminals. Backed by proven results, solid experience, and proficiencies in generally accepted accounting practices (GAAP) as well as Microsoft Office Suite, Basil, and MySQL.

KEY SKILLS

- Accounts Payable Processes & Invoicing
- Microsoft office specialist
- Records Organization & Management
- Inventory and Data entry
- Customer Service
- Invoice & Expense Reports
- Excel & Microsoft Outlook
- Shipping and Receiving
- Customer Support
- Client Repairs
- Spreadsheets & Reports
- Basil, MySQL, Zoho, Python

PROFESSIONAL EXPERIENCE

PAX TECHNOLOGY- Jacksonville, FL

RMA Clerk, 10/21 to Present

Oversee all reporting and operating systems to ensure accuracy in the invoicing and billing, customer support, parts, and terminal device organization. Manage Zoho Tickets, Email, Invoicing, customer contacts for our Large, Mid, and Small Market Clients.

- Know which clients require a weekly/monthly report
- Know which people to send the reports to
- Know how to manipulate data, Pivot tables, and Queries to get the correct information
- Know how Excel's Pivot Tables and Power Queries works
- know how to determine pricing based on unit model, repair severity, and client group
- inventorying incoming shipments
- Learn to create, edit, and delete invoices in the old system and the new system
- Know how to calculate the warranty status of units
- Know how to determine if and when a client should be charged
- Know how much a client should be charged
- Know which department to assign the RMAs.
- Knowhow to inventory RMA's in both the old and new system (Basil)
- Know how to spot the difference between different client groups
- Know how to identify each type of client and their past names
- Sorted and matched invoices and check requests
- Resolved invoice discrepancies
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BATH IRON WORKS- Bath, ME

Insulator Grade 5, 06/21 to 08/21

This is a mid-level experience position to work in the Insulation trade. Performed by primarily installing various types of insulation on structure, piping, tanks, and ventilation. Was assigned to any of the loz trade tasks. Read a tape measure, do basic layout, and perform simple math calculations. Use Carpentry Tools and such to cut, shape and fit insulation for different parts of the ship. Measured in small, confined spaces. Calculated the materials needed for a job that day. Wore Proper PPE for the task at hand that day.

- Insulating,
- Ship-fitting
- Prepared invoices for payment & processed check requests
- taking measurements,
- Pipe covering,
- patch work,
- taping and gluing
- using ladders
- Organizing and Cleaning area
- Knowing how to Read a ship directional Map to navigate while aboard the Ship
- Attend union meetings & disciplinary hearings
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ST. JOHN'S SHERIFF'S OFFICE- St. Augustine, FL
Correctional Control Operations, 10/20 to 03/21

Provided excellent support to upper management by overseeing and facilitating the management of daily operations. ***Responsible for the clerical/office duties related to monitoring Inmates within a Housing unit in the Correctional facility in accordance with Agency policies/procedures, Florida Model Jail Standards and Florida Corrections Accreditation Commission. This position is responsible for maintaining logs on all inmates, daily facility operations, and relaying necessary information to the deputies via radio or speaker***

- Shadow Operations Agents to ensure compliance with all boarding and safety regulations
- Provide exceptional customer service to both internal Employees and external Civilians
- This position is responsible for maintaining logs on all inmates, daily facility operations, and relaying necessary information to the deputies via radio or speaker
- Monitors close circuit monitors for the safety and security of both Deputies and Inmates within a housing area
- Operates computers to control the ingress/egress of cell doors
- Maintain manual/electronic log
- Assemble, organize, and summarize requested information
- Type correspondence, forms, and other documents
- Retrieve documentation/reports/files
- Computer/applicable software/office equipment/prints
- Other duties as assigned
- Assist with CTA schedule/calendar
- Accept and enter work release funds into system and safe
- Assist outside employees with Work Release Inmate scheduling, locations, funds, interviews, etc
- Maintain contact with Work Squad Deputies
- Work under various levels of supervision

- Adhere to laws/agency policy/rules/ regulations/SOP/ procedures
- Maintain confidentiality/security of files and information obtained in the course of employment
- Process/compile/disseminate record/public record information as directed by approving authority in accordance with lawful requirements
- Maintain continuity and operational efficiency by accurate and timely dissemination of information to Staff and co-workers
- Adhere to leave, overtime and attendance policies/procedures (i.e., arrive promptly, regular attendance at work, notification to supervisor regarding absence from work due to illness or untimely incidents, etc.)
- Performs independently under general supervision
- Work is primarily in an office environment, CORR Control Tower
- Work rotating 12-hour shifts, including nights, holidays, and weekends

JOHNSON AND JOHNSON CONTRACTED BY KELLY SERVICES – Jacksonville, FL
Rework/ Reprocessing Technician, 01/20 to 10/20

Make sure to Products produced at the Deerwood Park Manufacturing facility periodically require re-carting and / or additional inspections. Manually inspects cartons and/or lenses, as necessary, to meet formal specification requirements to identify and isolate defects. Manually loads arrays into the Rework cartoner machine. Fully operates the Rework department cartoner. Fully operates a manual pallet jack. Case packs finished product to be delivered to the quarantine area. Performs many of the responsibilities necessary to operate, troubleshoot, adjust, change-over, and maintain the Rework cartoner. Responsible for performing accurate lot changes and documentation. Performs routine cleaning and non-routine maintenance. De-carton product that requires array inspection.

- Ensured office policies and procedures are being adhered to
- Unload carton product and case pack for delivery to quarantine. Performs other duties as assigned by management.
- ***Maintains the WIP inventory in the Rework Department***
- ***Perform required inspections on product***
- ***Retrieve incoming product from distribution or quarantine and transfer to Rework staging area***

RAMCO PROTECTIVE- St. Augustine, FL
Security Officer, 01/18 to 01/19

Perform a wide range of administrative and office support activities for the department and/or managers and supervisors to facilitate the efficient operation of the organization. Access control for gated communities. Work different locations if needed. Make sure to verify every person going in community with smart technology we're trained to use. Stand/Sit at post. Watched and monitored surveillance cameras. Patrol areas on foot/cart. Report any and all incidents whether major or minor.

- Coordinated meetings, appointments, and travel arrangements for residents
- Maintained filing system and retrieved documents from filing system
- General clerical duties including photocopying, fax and mailing
- Opened, sorted and distributed incoming correspondence
- Answered, screened and transferred inbound phone calls
- Coordinated maintenance of office equipment
- Handled requests for information and data
- Received and directed visitors and clients
- Maintained office supply inventories

EDUCATION

PALATKA HIGH SCHOOL – Palatka, FL
Business Administration and Technology– High School Diploma 07/12

FULL SAIL UNIVERSITY – Orlando, FL
Information Technology- 03/2019 - Intended 09/22

LINKEDIN LEARNING– Sunnyvale, CA
Project Management Foundations: Small Projects – Certificate 08/20

POSTGRADUATE INSTITUTE FOR MEDICINE– Englewood, CO
Basic Life Support (BLS) NHCPS – Certificate 10/21

MORTGAGE FIELD SERVICES – Orlando, FL
Mortgage Field Inspector- Certificate 08/2017

Microsoft Office Specialist – Palatka, FL Certified 01/12
MC ID 8902384

AFFILIATIONS

Florida Deputy Sheriffs Association, 2020 to Present
Project Management Institute (PMI) 2022