

# Carswell M. Cabrera

44 Hasler Crescent, Guelph, Ontario, Canada, N1L 0A2

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## CAREER OBJECTIVE

Detail-oriented and results-driven professional seeking a challenging position as a Material Handler and Customer Service Representative. Leveraging a strong background in inventory management and logistics, I aim to efficiently handle and coordinate materials to ensure seamless operations. Additionally, I am dedicated to providing exceptional customer service by addressing inquiries, resolving issues, and ensuring a positive customer experience. I bring a proactive approach, excellent communication skills, and a commitment to delivering high-quality service to both internal and external stakeholders. Eager to contribute to a dynamic team and support the overall success of the organization.

## SKILLS

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Forklift Operation · Inventory Management · Microsoft Outlook · Microsoft Suite · Excel · Word  
PowerPoint · Order Picking and Packing · Leadership · Communication · Warehouse Organization  
Attention to Detail · Physical Stamina · Safety Awareness · Communication Skills · Teamwork  
Problem-Solving · Time Management · Computer Skills · Adaptability · Customer Service  
Organization Skills · Knowledge of Material Handling Equipment · Quality Control | Documentation

## WORK EXPERIENCE

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### Material Handler / Warehouse Associate

Jul 2017 - Dec 2023

Tri-DG Trading & Construction • Philippines

- Safely and efficiently move materials within the facility using forklifts, hand trucks, or other equipment.
- Load and unload trucks, verifying the accuracy of shipments against receiving documents.
- Maintain accurate inventory records through proper documentation and tracking systems.
- Conduct regular cycle counts and participate in physical inventory counts.
- Properly store materials in designated locations, ensuring accessibility and ease of retrieval.
- Organize warehouse space to optimize efficiency and facilitate a smooth workflow.
- Inspect incoming materials for damage or defects, and report any issues to the appropriate personnel.
- Ensure that materials are handled in a manner that preserves their quality and integrity.
- Collaborate with team members, production staff, and supervisors to prioritize and fulfill material requests.
- Communicate effectively with shipping and receiving teams to coordinate the movement of materials.
- May perform other activities, such as opening containers and crates, filling warehouse orders, assisting in taking inventory, and weighing and checking materials.
- Adhere to safety guidelines and protocols to ensure a secure working environment.
- Generate reports related to inventory levels, stock movement, and other relevant metrics.
- Report any equipment malfunctions or maintenance needs promptly.

## Technical Support / Customer Service Representative

Jul 2010 - Apr 2017

CGI Philippines (Canadian Base) • Philippines

- Handle incoming customer inquiries via phone, email, or chat professionally and courteously.
- Provide accurate and timely information to customers regarding products, services, orders, and account inquiries.
- Identify and assess customer needs to resolve issues promptly and efficiently.
- Assist customers with order placement, modifications, and cancellations.
- Provide product recommendations based on customer needs.
- Accurately document customer interactions, feedback, and complaints.
- Educate customers on product features, usage, and troubleshooting procedures.
- Conduct surveys or follow-up calls to assess and improve customer satisfaction.
- Participate in team meetings to share insights and best practices.
- Install and configure software, hardware, and peripherals for end-users.
- Resolve technical hardware and software issues that arise.
- Respond to user requests for assistance and provide remote telephone or chat support for software and hardware-related issues.
- Diagnose and troubleshoot technical issues on workstations, servers, and network devices.

## OTHER EXPERIENCE

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<b>Document Controller</b> • E.M. Cuerpo Inc • Philippines	Apr 2008 - Jan 2010
<b>Duct Installer</b> • Mercury Qatar • Qatar	Mar 2006 - Apr 2008
<b>Data Encoder</b> • Local City Government • Philippines	Aug 2005 - Mar 2006
<b>Cashier Supervisor</b> • Petron Gas Station • Philippines	Jan 2005 - Jul 2005
<b>Waiter</b> • Max's Restaurant • Philippines	Jun 2004 - Dec 2004

## EDUCATION

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<b>Computer Programming</b> AMA College • Balanga City, Philippines	May 2002 - May 2004
<b>Computer System Design &amp; Programming</b>	

## CERTIFICATE

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<b>Lift Truck Operator</b> (Forklift Operator) Ontario Truck & Forklift Driving • Ontario, Canada	December 28, 2023
<b>Occupational Safety &amp; Health Standard</b> Sales Consultancy Services • Philippines	July 22, 2016
<b>IT BOOT CAMP</b> Logica Philippines • Philippines	November 09, 2010

# Ontario Truck & Forklift Driving School Inc.

## LIFT TRUCK OPERATOR Certificate of Completion

**Carswell Cabrera**

Has successfully completed  
The Operator Safety Training Course for  
The Principles of Counter Balance.



Director – Vikramjeet Singh

December 28, 2023



Ontario Truck & Forklift Driving School Inc  
7956 Torbram Rd, Unit #12, Brampton, ON L6T 5A2 905-673-1708



THIS CERTIFIES THAT

Carswell Cabrera



HAS SUCCESSFULLY COMPLETED TRAINING  
COURSE OF A LIFT TRUCK  
ON December 28, 2023

Instructor:  
Vikramjeet Singh

Expiry Date:  
December 27, 2025

### Lift truck Operator

Evaluated and Qualified to Operate:

 Counter Balance

#### Fuel Source

- Propane
- Electric
- Diesel

#### License Type

- New
- Renew

**T R I D G**

December 29, 2023

## **CERTIFICATE OF EMPLOYMENT**

This is to certify that Mr. **CARSWELL M. CABRERA** was a bona fide employee of TRI-DG TRADING and CONSTRUCTION from **July 2017 to December 2023**. he held the position of **MATERIAL HANDLER / WAREHOUSE ASSOCIATE**.

This certification is being issued upon the request of Mr. Carswell M. Cabrera for whatever legal purpose it may serve.

  
**DANILO S. CUERPO**  
GENERAL MANAGER

