

## Mercedes A. Walls

Recent graduate of the Quad County Urban League Pre-Apprenticeship program working towards a clean energy role in Solar. Strong background in customer-facing roles, as well as warehouse experience. Certified in CPR, First Aid, OSHA 10 and Forklift. Transferrable skills include continuous improvement, Microsoft Office, customer service and employee management.

### EDUCATION

CEJA Bridge Training Program - College of DuPage	2025
Pre-Apprenticeship Program - Quad County Urban League	2025
General Education - Waubensee Community College	2011 - 2013
High School Diploma - Waubonsie Valley High School	2011

### EXPERIENCE

#### **Production Supervisor/ Tech Corridor Lead/ Machine Operator** **07/2024 - 07/2025**

Bright Farms, Yorkville IL

- Oversaw production flow across three areas with 20+ employees.
- Ensured KPI/Quality metrics were met, and that data was reported accurately.
- Troubleshoot issues, assisted with production and sanitation needs, and performed general maintenance.

#### **Warehouse/ Load Associate** **05/2022 - 05/2024**

Aldi, Inc., Batavia IL

- Selected stock efficiently to fulfill orders received from stores.
- Participated in taking warehouse inventory counts according to guidelines.
- Loaded and unloaded trucks; operated equipment following all safety guidelines.

#### **Material handler/ Warehouse Lead/ Warehouse Operations Supervisor** **01/2019 - 05/2022**

McKesson Pharmaceutical, Aurora IL

- Assisted with planning, organizing, training, and directing night shift warehouse activities
- Assertively sought solutions to problems at the root level.
- Ensured warehouse operations complied with federal, state, and local company policies.

#### **Call Center Representative/ Quality Analyst** **06/2016 - 06/2019**

Dovenmuehle Mortgage, North Aurora IL

- Assisted 100+ client calls daily.
- Audited calls to ensure policy and procedure adherence.
- Met with managers monthly to review findings, issue remediation, and identify quality improvement.

#### **Bank Teller/ Lead Teller Ops-Specialist** **10/2013 - 05/2016**

JPMorgan Chase, Aurora IL

- Supported all aspects of branch operations, including loss control, compliance and audit standards.
- Communicated branch priorities throughout the day.
- Assisted with creating scheduling for 10 bank tellers.
- Handled Loss/ Fraud prevention and handled routine audits and inventory.

#### **Store Associate/ Assistant Manager** **07/2010 - 09/2013**

Famous Footwear, Oswego IL

- Assisted store manager with all aspects of the store operation.
- Maintained a high level of customer service standards while generating sales and profit.
- Interacted with guests and team members throughout the store and ensured customer satisfaction.