

Zyair Bolling



EXPERIENCE

Nova Biomedical, Waltham — Warehouse Operator → Receiving Specialist → Truck Driver (current)

December 2023 – Present

- Operate forklifts and other equipment to load, unload, and move materials within the facility, ensuring efficiency and safety.
- Use inventory management software to track stock levels, generate shipping labels, and maintain precise records of shipments.
- Execute inventory audits and cycle counts.
- Receive and verify all packages
- Operate 28-foot box truck, unload and load material between four intercompany locations throughout Massachusetts.

Cognex, Southborough — Receiving/Warehouse Operator

March 2021 – December 2023

- Operate forklifts and other equipment to load, unload, and move materials within the facility, ensuring efficiency and safety.
- Use inventory management software to track stock levels, generate shipping labels, and maintain precise records of shipments.
- Execute inventory audits and cycle counts.
- Participate in team meetings to streamline processes, resolve issues, and ensure the efficient flow of materials.

KOTA Energy Group, Camarillo, CA — Customer Service Representative

November 2020 – March 2021

- Consistently met and exceeded customer satisfaction goals.
- Managed customer accounts and ensured accuracy of customer information in the CRM system.
- Developed strong relationships with customers by understanding their needs and providing customized solutions.
- Resolved customer complaints and issues in a timely and efficient manner.

SKILLS

- Excellent communication skills (verbal and written)
- Strong problem-solving and analytical skills
- Customer-focused and able to anticipate customer needs
- Experience in managing customer complaints and escalations
- Knowledgeable in customer service tools and technologies, including CRM software and call center systems
- Detail-oriented and highly organized
- Ability to work in a fast-paced and dynamic environment
- MASS DOT certified Commercial driving (non-CDL)

EDUCATION

Cambridge Rindge & Latin School, 