

First Name: Tim

Last Name: Stalcup

Learning Ambassador at Amazon

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<https://www.linkedin.com/in/timstalcup>

Summary

I'm your experienced manager in supervising, training, staffing, publishing productivity, quality and safety documentation. I will analyze data effectively to compile data and present opportunities for improvement. I have experience in logistics, customer service, auditing, quality control and the cellular and telecommunications industry. I enjoy volunteering for community events. Providing service throughout the state of Texas. I enjoy video editing, genealogy research, motorcycle riding and group exercises classes.

<https://meritpages.com/timstalcup>

Experience

Associate at Amazon

April 2020 -

Responsibility of acting as the face of the Amazon Incorporation and promoting its products and services.

Train and onboard new employees in Amazon warehouses.

Essentially, prepare new associates for success.

Responsible for carrying out an array of duties such as receiving and processing incoming stock and stowing, picking and filling orders for staging, Ensuring quality and safety is performed in each department to it's fullest.

Fulfillment Associate at Amazon

October 2019 - March 2021

Maintenance Worker at City of Wylie, Texas

January 2019 - October 2019

Performed installation, maintenance and repair of water distribution and waste water collection systems. Monitored and maintained all city lift stations.

Quality Control Supervisor at CExchange

February 2010 - October 2018

Ensure quality inspectors are completing tests accurately according to AQL and ISO guidelines . Conduct training. Maintain task workflow throughout the shift. I am the first line contact for personnel issues while executing the operational plan and maintaining policies and procedures in Microsoft Word. Collect and analyze data and present to senior management utilizing Microsoft Excel and PowerPoint. Provide employees with daily statistics, goal accomplishments and improvements.

Operations Support Representative at Cellhire

April 2004 - August 2009

Provide customer support for all Nokia and Motorola tri-band cell phone, iridium satellite and international blackberry rentals regarding delivery, technical and airtime issues. Contact customers regarding billing issues. Investigate fraud accounts. Troubleshoot foreign airtime issues related to international network dialing and voicemail. Coordinate sim stock availability between offices for upcoming events. Perform weekly and monthly audits and document.

Data Support Engineer at WorldCom

December 2000 - April 2004

Repair, monitor and maintain frame relay circuits for customers using NetPro software. Test the physical and logical path and all related PVC's. Verify cross connects using MECCA. Test and trouble shoot point to point and multipoint digital and analog circuits using Centest 5500. Work with LEC field techs performing loop tests on CSU, DXC, SMARTJACKS and OCU's.

Implementation Engineer at Qwest Communications International, Inc.

April 2000 - November 2000

Configure Internet edge routers for DSL connections and WAN for dedicated DSL lines. Assign PVC, IP address and resolve IP

routing problems. Assist in DSL installation process and troubles shoot with COVAD field techs. Help end users to setup local area network and PC configurations. Setup email accounts and passwords.

Production Control Analyst at Affiliated Computer Services

February 1997 - March 2000

Responsibilities include overseeing all Netbatch processing, testing, and installing production jobs to the Netbatch plus application, scheduling job execution, coordinate all test changes to servers, requestors, and object modules to the production system. Write TACL and JCL programs for RJE and NDM system transmits with other financial institutions.

Education

Southern New Hampshire University

General Studies, Communication and Media Studies, February 2022 - May 2024

Collin College

Business Administration and Management, General, September 1990 - February 1993

Computer Learning Center

Mainframe computer operations, Computer Technology/Computer Systems Technology, August 1988 - May 1989

FEMA Emergency Management Institute

Independent Study Program, Crisis/Emergency/Disaster Management, - January 2011
