

DONAVAN STOKES

Lithonia, GA 30058

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PROFESSIONAL SUMMARY

Experienced professional with a strong manufacturing background, ready to excel in an assembly role. Demonstrates the ability to actively contribute to team efforts and quickly adapt to evolving requirements. Proficient in operating machinery, adhering strictly to safety protocols, and ensuring top-notch product quality. Known for reliability and maintaining high standards while achieving results in all tasks. Extensive experience in assisting with the installation, maintenance, and repair of HVAC systems, utilizing a comprehensive understanding of HVAC tools and procedures to support senior technicians. Proven track record of improving team efficiency through effective communication and task coordination.

ACCOMPLISHMENTS

- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Compiled inventory lists and worked with vendors for product pricing and special orders. Handled high volume sales with cash, credit and gift card transactions, balancing cash draw at end of shift with 100% accuracy rate.

SKILLS

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|-----------------------------|------------------------------|
| • Troubleshooting | • Product assembly |
| • Assembly and production | • Hand and power tools |
| • Production lines | • Maintenance |
| • Cash handling | • Cashier |
| • Customer service | • Payment processing |
| • OSHA compliance | • Leak testing |
| • Thermostat installation | • Equipment calibration |
| • EPA regulations | • Parts inventory management |
| • Refrigeration systems | • Unit installation |
| • Certified HVAC technician | |

WORK HISTORY

10/2022 to 02/2023 **Assembly Line Worker**
EnerSys – Suwanee, GA

- Collaborated with team members to maximize productivity and ensure seamless

workflow on the assembly line.

- Stocked and replenished parts used on assembly line to maintain consistent supply and inventory.
- Contributed to a positive work atmosphere, fostering strong relationships with colleagues while maintaining professionalism and focus on tasks at hand.
- Operated various tools, machinery, and equipment to complete assembly tasks efficiently and accurately.
- Followed protocols to enhance protection and maintain safe work environment.
- Demonstrated adaptability in learning new assembly processes quickly as required for evolving project specifications.
- Assembled components with minimal supervision, exceeding expected project milestones.

08/2022 to 11/2022 **Production Line Worker**

Latham Pool Products, Inc – Suwanee, GA

- Followed instructions to make products in line with customer specifications.
- Collaborated with other production workers to achieve smooth running of production line.
- Demonstrated flexibility in working various shifts, overtime hours, and weekends as required to meet production demands.
- Communicated with supervisor regarding production line issues and needed repairs for fast resolution.
- Collaborated with team members to achieve daily production goals, contributing to overall positive workplace morale.
- Prioritized tasks to meet personal and team production targets.
- Maintained a clean and organized workspace, adhering to 5S principles for optimal efficiency and safety.

11/2017 to 08/2018 **Vendor Assistant**

Bimbo Bakeries USA – Norcross, GA

- Played a key role in identifying cost-saving opportunities by analyzing vendor proposals and negotiating better deals whenever possible.
- Managed vendor relationships effectively through regular meetings and open dialogue, fostering trust and mutual understanding.
- Assisted in the development of training materials for new team members joining the vendor management department, enabling faster onboarding and knowledge transfer.
- Ensured compliance with company policies and industry regulations during all interactions with vendors, mitigating risk for both parties involved.
- Implemented process improvements within the procurement department that led to more efficient workflows and better overall performance.

07/2014 to 11/2017 **Front Service Clerk/Cashier**

Publix – Decatur, GA

- Assisted customers with locating desired products within the store, enhancing their overall shopping experience.

- Exceeded customer expectations with attentive service while managing multiple tasks simultaneously during busy periods.
- Supported team members during peak hours, ensuring smooth and timely customer service operations.
- Increased efficiency through effective bagging techniques while minimizing waste from damaged items.
- Assisted in maintaining a clean and organized store environment for optimal shopping experiences.
- Resolved customer issues with professionalism, escalating concerns to management when necessary.
- . Adapted well under pressure during high-volume hours or holiday seasons, consistently delivering prompt and courteous service to customers.
- Advised guests about available products and services to meet individual needs.
- Strived for continuous improvement within job duties, seeking feedback from supervisors on ways to enhance performance levels.
- Handled sensitive information confidentially when processing personal data such as payment details or rewards account updates for customers.
- Contributed to team by taking on additional shifts during peak times, ensuring smooth store operations.

EDUCATION

05/2024	Technical school: HVAC United Education Institute - Stone Mountain, GA
03/2019	High school or equivalent Georgia Piedmont Technical College

CERTIFICATIONS

- EPA Type II, 05/01/24, Present
- EPA Type I, 05/01/24, Present
- EPA Type III, 05/01/24, Present

PERSONAL INFORMATION

- Willing To Relocate: Anywhere
- Authorized To Work: US for any employer

LANGUAGES

English

Professional Working