

# Samuel House

Manning, SC 29102

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## Professional Summary

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To obtain a permanent position with a prestigious company that will allow me to utilize my skills and experience to illustrate excellent work performance.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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## Work Experience

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### **FC Associate 1**

Amazon Delivery Station-Cameron, SC

October 2025 to Present

- Sort all packages and boxes into designated locations.
- Pick and prep carts and place them in designated staging location for all delivery and flex drivers.
- Practice and follow safety precautions.
- Receive damaged and undelivered returns from delivery drivers.

### **Team Member Trainer**

Target Distribution Center-Lugoff, SC

October 2024 to June 2025

- Organize boxes onto pallets from truck trailer.
- Scan boxes using RF scanner and properly band them to prevent from falling.
- Train new hires and use leadership skills to ensure that they perform their job efficiently and safely.

### **Owner/Freelance Audio Engineer/AV Technician**

Poorly Rich LLC.-Manning, SC

July 2014 to April 2025

- Setup microphones and speakers to the interface for recording.
- Tracked, mixed, and mastered vocals recorded for recording artists.
- Actively participated with songwriting, production, concepts and guidance for artists during recording sessions.
- Helped creators with audio and visual setup for podcasts and events.

### **Technical Support Specialist**

Provalus-Manning, SC

September 2023 to October 2024

- Assist business clients with data files and accounts for their Veteran clients.
- Operate and communicate with associates using Slack.
- Troubleshoot mobile devices and devices using Windows 11. Assist associates with issues in O365, Slack, Salesforce, RingCentral, Monday.com, Zoho CRM and etc.

### **Warehouse Lead/Forklift Operator**

Capstone Logistics, LLC-Elloree, SC

January 2022 to September 2023

- Unload truck trailers.
- Lead the entire unloading/production team.
- Operated the Standup, Reach, Clamp, Sit-down, Cherry Picker, and Electric Pallet Jack.
- Handled the paperwork in the clerk office and finished the bills for all truck drivers.

### **Sales Lead**

The Vitamin Shoppe-Sumter, SC

June 2022 to September 2022

- Drive sales and promotions to customers.
- Assist customers with proper information about vitamins, drinks and etc.
- Create sales pitches and end cap displays when a sale is going.
- Motivate team members to excel and help out customers.
- Communicate with District Managers about improving the company.

### **Call Center Customer Service Representative**

iQor-Charlotte, NC

September 2021 to December 2021

- Assist customers with electric and gas bills.
- Setup requests for repairs and reconnects.
- Billing and payments.
- Customer service taking inbound and doing outbound calls.

### **Forklift Operator**

Old Dominion Freight Line-Conley, GA

May 2021 to August 2021

- Unloaded and loaded truck trailers.
- Operated the Sit-down forklift.
- Handled the paperwork and used RF scanners.

### **Freelance Computer Repair Technician**

Self Employed-Remote

March 2016 to August 2021

- Repair MAC and Windows computers including both desktops and laptops.
- Upgraded the hardware and software replacing RAM and hard drives.
- Troubleshoot when necessary.
- Fix screens on phones and tablets as needed.
- Recovered lost data from hard drives that have stopped working.

## **Audio Engineer**

Jaded Records-Atlanta, GA

June 2016 to July 2021

- Setup microphones and speakers to the interface for recording.
- Tracked, mixed, and mastered vocals recorded for recording artists.
- Actively participated with production, concepts and guidance for artists during recording sessions.

## **Warehouse Associate/Forklift Operator/Staging Technician**

TRC Staffing Services, Inc.-Peachtree Corners, GA

November 2018 to May 2021

- Unloaded and loaded truck trailers.
- Operated the Standup, Reach, Clamp, Sit-down, Cherry Picker, and Electric Pallet Jack.
- Handled the paperwork and used RF scanners.
- Worked on the assembly line, operated the lines, and manufacturing facilities.
- Installed and tested mobile apps for clients such as Old Navy, Delta Airlines, Verizon and etc.
- Troubleshoot and update software for iPods, iPhones, iPads, laptops, and etc.
- Handled customer requests in a timely manner.

## **County Technician**

Diversified Technologies-Atlanta, GA

January 2020 to January 2021

- Install all hardware and software for voting machines.
- Troubleshoot any technical issues.
- Train new poll workers to get them prepared for every election.
- Organize all data from every voting system to be sent to the Secretary of State.

## **Audio Engineer**

Inkkwell Studios-Atlanta, GA

March 2017 to October 2017

- Setup microphones and speakers to the interface for recording.
- Tracked, mixed, and mastered vocals recorded for recording artists.
- Actively participated with production, concepts and guidance for artists during recording sessions.

## **Receiving Associate/Cart Pusher**

Walmart-Manning, SC

April 2014 to March 2017

- Unload trailers from the receiving dock.
- Stacked products onto pallets according to department.
- Organized and cleaned back room, putting boxes and plastic into the bailer.
- Collected shopping carts from the store parking lot.
- Greeted and assisted customers.

## **Education**

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### **High School Diploma**

Manning High School-Manning, SC

August 2009 to June 2013

## Skills

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- iOS
- Cloud-based application support
- Productivity software support
- Call center experience
- Sales
- Task prioritization
- Laptop (troubleshooting support)
- Adobe Creative Suite
- Climbing
- Microsoft Teams
- Account troubleshooting
- Handyman experience
- Storage device (troubleshooting support)
- Shipping & receiving
- Desktop support analyst experience
- macOS support
- Customer support ticket management
- monday.com
- Assembly
- Windows support
- Productivity software
- Microsoft Excel
- Customer support
- Computer operation
- Microsoft Admin
- Hardware maintenance
- Microsoft Azure
- UX/UI Design
- Customer returns handling
- Order issue resolution
- Power tools
- iOS support
- User training (technical support)
- Help desk support experience
- Microsoft Office
- RingCentral

- Microsoft Word
- Web browser support
- Project management
- Client interaction via phone calls
- Logistics
- Microsoft Outlook
- Filing
- CSS
- Safe work practices
- Technical support via email
- Training
- Product replacement management
- Technical support - Technical support experience (1-2 years)
- Mobile device support
- Active Directory
- Android support
- Tape measure proficiency
- Customer service
- Forklift
- Time management
- Developing technical user guides - Technical user guides developed (1-3 guides)
- HTML
- Outdoor work
- Enterprise software support
- Database software support
- Warehouse
- Clerical experience
- Live chat
- Desktop support
- Warehouse safety
- Network hardware support
- Computer literacy
- Typing
- Delivery driver experience
- Team leadership
- Technical support via social media
- Cloud-based systems
- Organizational skills
- Zoho CRM
- User guides

- IT support
- Hardware support
- HubSpot
- Technical Proficiency
- Service cancellation management
- Email configuration (technical support)
- Manufacturing
- Customer communication
- Phone communication

## Links

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

## Awards

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### **Provalus: Team Member of the Month**

October 2023

- Certificate for staying consistent with work duties and for excellent team work.
- Earned this award 4 times.

### **Central Carolina Technical College: TRiO's Certificate of Appreciation**

May 2015

- Certificate for staying active within the organization.

### **Central Carolina Technical College: Men in Motion's Certificate of Achievement**

May 2014

- Certificate for maintaining a 3.0 GPA for the academic year.

## Certifications and Licenses

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### **OSHA 10**

October 2025 to Present

### **BLS Certification**

June 2025 to June 2027

### **HIPAA Training**

October 2025 to October 2026

### **Driver's License**

### **Forklift Certification**