

# OSCAR URAJE

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## SKILLS & QUALIFICATIONS

- Bilingual: English/Spanish
- Detail-oriented
- Adheres to all company guidelines
- Completes Tasks on Time
  - Basic computer skills/50 wpm
  - Responsible, Dependable, and Honest
- Excellent Customer Service
- Sales Experience
- Multitasking
- Knowledge of Microsoft Word, Excel
- Data Entry Skills

## ACCOMPLISHMENTS

### **Packer/Cashier/Inventory Specialist/Quality Control/Records Clerk**

- Monitors cannabis point-of-sale (IndicaOnline) system for incoming “Portify” orders, verifying valid ID’s and addresses
- Responsible for receiving, scanning, and packing online orders with 100% accuracy (delivery and pickup orders)
- Accommodate patients with possible substitutions when products are sold out or unable to be fulfilled
- Assist in completion of opening and closing duties
- Designate new inventory and stocking inventory in appropriate locations
- Inspect all packages to ensure quantities and description are accurate (batch number, strain, Metrc tags/ Metrc manifest)
- Verifying new products from vendors
- Report shortages, overages on a daily basis
- Date-to-date restocking of sales floor to maximize sales
- Input inventory orders into the POS system accurately and timely
- Execute monthly reconciliation/audits as well as unscheduled cycle counts
- Sort daily mail and file away into physical files in a timely manner

### **Delivery Specialist/Driver/Process Server**

- Load, unload, prepare, and operate a delivery vehicle
- Accurately perform and document daily pre and post-trip vehicle inspections
- Complete delivery transactions courteously, on time and as assigned
- Provide excellent, professional customer service by phone, text, and in person deliveries; thereby, providing a positive experience to promote company growth
- Reconcile cash and debit card orders at the end of every shift utilizing basic math and organizational skills
- Handle customer issues and complaints in a proactive and professional manner with customer retention always in mind, escalating to the appropriate parties when necessary
- Enter transactions into accounts receivable system, cash receipt journal/log
- Comply with company security protocols, DOT regulations, CA Department of Cannabis Control regulations and all company policies/procedures
- Securely deliver time-sensitive packages to local retailers and facilities
- Act as brand ambassador and answer questions with customers
- Conveys with vendors to resolve problems that may arise regarding delivery, quality, price, or conditions of sale

## WORK EXPERIENCE

07/2021-01/2022	<b>Packer/Cashier</b>	Speedy Weedy	Santa Ana, CA
01/2021-04/2021	<b>Delivery Driver</b>	Budee, Inc./Ganja Runner	Gardena, CA
11/2019-03/2020	<b>Delivery /Inventory Specialist</b>	Nabis Distribution	North Hollywood, CA
06/2017-11/2018	<b>Quality Control</b>	Matrix Imaging	Lake Forest, CA
06/2015-06/2016	<b>Process Server / Scan Clerk / Driver</b>	Knox Attorney Services	Irvine, CA
04/2013-03/2015	<b>File Clerk / Data Entry Clerk</b>	Law Offices of Nielsen & Associates	Santa Ana, CA
07/2012-01/2013	<b>Process Server/Records Clerk</b>	USA Photocopy Services, Inc.	Santa Ana, CA