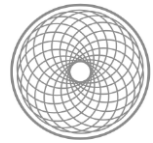


SAMUEL SORONEN

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PROFESSIONAL SUMMARY

Proven talent in quickly learning and utilizing new technologies, collaborating with a diverse team, and delivering excellent customer service. Established administrative experience, exceptionally dedicated, and keen interpersonal/communication skills. Strong educational credentials (Bachelor of Arts in Criminal Justice and current studies in Web Development and Design.)

Seeking part-time work that provides the opportunity to continue ongoing education while providing meaningful contributions to the success of the organization.

CORE COMPETENCIES

- | | | |
|--------------------------|------------------------|--------------------|
| • Administrative Support | • Customer Service | • Issue Resolution |
| • Team Collaboration | • Process Optimization | • Project Support |
| • Computer Skills | • File Organization | • Reporting |
| • HTML5 | • CSS3 | • JavaScript |

PROFESSIONAL EXPERIENCE

FOOD LION, RALEIGH, NC, MAY 2023 TO PRESENT

FRONT END ASSOCIATE

- Maintain and exceed optimal cashiering speed to ensure low wait times for customers.
- Cultivate a welcoming and positive shopping experience by greeting all customers in a friendly manner.
- Demonstrate knowledge of product locations, inventory, current sales, and company rewards programs.
- Quickly learn new roles and tasks as assigned in order to efficiently support team members.
- Maintain complete accuracy of all transactions to ensure correct product inventory and store income reports.

GRIFOLS, CLAYTON, NC, APR 2020 TO MARCH 2022

TECHNICIAN II

- Maintained responsibility for conducting in-depth inspections of vial products to ensure accordance with established standards, protocols, and best practices.
- Filed paperwork and batching documentation to ensure optimal accuracy.
- Operated and monitored machine systems to support the timely production of life-saving medicines.
- Supported team members to achieve record-setting production goals in 2020.
- Demonstrated success delivering high-quality results in a fast-paced, time-sensitive pharmaceutical environment.
- Identified and resolved complex issues in a timely, innovative, and effective manner.
- Identified inefficiencies and recommended impactful solutions in order to drive continuous improvement.
- Drafted and prepared detailed reports as well as efficiently reported issues to supervisors.
- Promoted the development of a positive and knowledgeable work environment by mentoring and supporting new team members.

HARRIS TEETER, CLAYTON, NC, OCT 2019 TO APR 2020

CLERK

- Leveraged strong interpersonal and communication skills to deliver exceptional customer service in a fast-paced, constantly changing environment.
- Boosted customer retention and satisfaction by cultivating and maintaining positive relationships.

- Played a key role in the business achieving record sales numbers during a global pandemic.

JOHNSTON COUNTY DISTRICT ATTORNEY'S OFFICE, SMITHFIELD, NC, MAY 2018 TO JUNE 2018

SUMMER LEGAL AID INTERN

- Adhered to confidentiality protocols while handling and organizing case files with sensitive information.
- Gained experience utilizing and learning complex computer software, such as DAS.
- Tasked with managing phone lines and directing client calls in a timely and professional manner.
- Participated in court proceedings by assisting attorneys and taking notes as needed.
- Streamlined operations by restructuring and overhauling years of case files.

MITCHELL TEMPORARY SERVICES, SMITHFIELD, NC, JUNE 2016 TO DEC 2017

TEMP WORKER

- Completed jobs for various companies as a temporary employee, including Johnston County Landfill, Johnston County Hams, and OPW Fueling Containment Systems.
- Performed job activities in mentally and physically strenuous environments while consistently achieving production goals.
- Complied with safety standards while operating complex equipment.

EDUCATION AND CREDENTIALS

BACHELOR OF ARTS (B.A.) IN CRIMINAL JUSTICE, MAY 2019

Campbell University, Buies Creek, NC, USA

AAS WEB DEVELOPMENT AND DESIGN, JANUARY 2022-PRESENT

Wake Technical Community College, Raleigh, NC, USA



LinkedIn LEARNING

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A handwritten signature in black ink that reads "David Bolintz".

Head of Content Strategy, Learning

LinkedIn Learning
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Sunnyvale, CA 94085

Certificate Id: ASkfkU62ZkkPCyMzMfW4rtOF6Lx6

ADDITIONAL INFORMATION

Technical Proficiencies: Microsoft Office Suite, PC Building & Troubleshooting (4+ years), Technical Troubleshooting.