**RAAG BASSI**

410 N. White Rd. Apt #4112

San Jose, CA 95127 (408)625-0975

bassisaab@hotmail.com

**Education:**

**Mission College, Hospitality Management Program,** Santa Clara, CA

Candidate for Associate of Science Degree, May 2012

**Relevant Coursework:**

Basic Foods Preparation, Quantity Foods, Restaurant Operations, Hospitality Management, Menu Planning, Food Beverage & Labor Cost Control, Safety and Sanitation

**Professional Experience:**

**12/07-12/09 Nosh Café & Catering,** San Jose, CA

**Catering Assistant,**

* **Preparation** of foods products and catering menu with standardized recipes.
* **Delivery & Set up** of goods and services at off-site locations requested by customer.
* **Purchasing & Managing** of all inventory for upcoming catering events.
* **Customer Service** via phone and internet.
* Making sure proper **Safety & Sanitation** procedures were used within the kitchen facility itself.

**01/04-08/09 Benten Inc,** Santa Clara, CA

**Fulfillment Specialist** (01/06-08-09)

* Loading/unloading inventory from trucks utilizing **forklift.**
* **Pulling customer orders** from inventory for daily shipment.
* Shipping/packaging of books to customers using **USPS, Endicia, Galaxy, Dazzle, Monsoon, and IBS.**
* **Customer Service** via phone, e-mail and website helping customers with book inquiries and payment options using **Monsoon Pro and Intuit point of sale.**
* Open/Close building insuring it is **secured.**
* **Training** new employees in all job functions.
* **Scheduling** all outgoing freight, insuring departure on schedule.

**Data Entry Clerk** (01/04-01/06)

* **Data entry** of books. Determine pricing and condition prior to **stocking.**
* **Customer service** via phone, walk-in customers, e-mail, and website concerning book inquires and performing sales.
* Responsible for tracking shipments and **inventory control.**
* Providing inventory locations for all inventories prior to data entry and **stocking** inventory after data entry.

**02/96-12/03 FedEx,** Northern California

**Material Handler,** Oakland, CA Heavyweight Trucking Facility (01/03-08/03)

* Provided timely **unloading** of trucks containing heavyweight freight.
* Worked with third party vendor in **managing damaged cargo containers.**
* **Drove forklift** loading heavyweight freight into cargo containers.
* **Scanned and labeled freight** for each container and **input data** into system.
* Provided **customer service** to heavyweight freight customers of FedEx.
* Responsible for **organization of vehicles and containers** in the facility yard.
* **Inspected** containers to ensure airworthy status or identify needed repairs.

**Offsite Material Handler,** Fremont, CA (06/00-01/03)

* In charge of **shipping/receiving** of all FedEx shipments for **Sun Microsystems.**
* Ensured that all freight was properly **scanned and loaded.**
* **Scheduled** all heavyweight truck arrivals and departures.
* **Inspected** all heavyweight freight to ensure proper strapping to pallets.
* **Processed and documented** freight for tracking management purposes.
* Coordinated with Sun Microsystems employees to insure a **high level of customer service.**

**Heavy Equipment Operator,** Oakland, CA Oakland Airport Hub Facility (09/97-06-00)

* Used FMC Commanders and tugs for **loading/unloading of company aircraft.**
* Confirmed airworthiness of cargo containers and provided proper **documentation** to pilots.
* Ensured that all **dangerous goods** containers were properly labeled and secured fro shipping.
* Supervised loading crews, maintain radio contact with control tower and management.

**Casual Handler,** Concord, California FedEx Courier Station (02/96-09/97)

* Processed outgoing freight. Ensured scanning of shipping info into system.
* Responsible for timely loading/unloading of freight from vehicles.
* Responsible for fueling and organizing vehicles for next day’s use.

**Skills, Activities, & Interests**

* Trilingual in English, Punjabi, and Hindi
* Volunteer at Second Harvest Food Bank & the San Jose Sikh Temple
* Have taken part in multiple catering events through Mission College Hospitality Management Department.