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| **EMPLOYMENT HISTORY** |
| **Data Entry Clerk,** ABC COMPANY, INC. (Sometown, MI) 9/2014 to Present* Hired by industrial manufacturer to ensure the timely and accurate entry of customer contracts into company systems. Input A/R adjustments into billing program after verifying required approvals are in place.

**Key contributions:*** Helped achieve a goal-surpassing 22% increase in add-on sales (6-figure growth) after implementing new CRM data fields that enhanced customer insights for sales team.
* Implemented digital-filing solution that improved records management and customer follow-up processes.
* Created a cashflow surge after resolving months of backlogged adjustments to accounts receivables.
* Honored with company’s “Proactive Problem-Solver” award after initiating meetings with Purchasing, Shipping and Receiving managers to identify their information and reporting needs. Modified data systems, enabling faster and easier information retrieval.

**Data Entry Clerk,** DEF COMPANY, INC. (Some town, MI) 7/2012 to 9/2014* Recruited by furniture manufacturer and reseller to handle data entry and other administrative tasks.

**Key contributions:*** Resolved data-management issues that helped elevate Net Promoter Score (NPS) from 89% to 95%. Improved the timeliness and accuracy of data entry processes, reversing longstanding issues of delayed chargebacks and erroneous invoicing.
* Reviewed work orders and accurately input data into company database. Flagged accounts needing additional services and routed this information to appropriate teams to prevent service delays.
* Stepped in to answer phone calls and assist with other office duties during periods of heavy workflow.
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| **EDUCATION** |
| **High School Diploma** **SOMETOWN SCHOOL (Sometown, MI)** **EXPERTISE*** Data Entry and Order Processing
* Word Processing (80 WPM)
* Spreadsheet and Database Programs
* Invoicing and Inventory Systems
* CRM Platforms
* Administrative Support
* Purchasing, Shipping and Receiving Operations
* Account Records Management
* Document Storage and Cloud-Based Systems
* Accounts Payable (A/P) and Receivable (A/R)
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