|  |
| --- |
| **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. |
| **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) |