

# Resume Review

Organized data entry professional bringing a proven history of data management expertise. Focused and effective as demonstrated over 10 years in related roles. Solid foundation of knowledge in Data Analysis with a drive to continue honing a diverse and dynamic skill set.

## EXPERIENCE

### **Industry: Business Process Outsourcing — Data Entry Specialist**

Feb. 2019 - Present.

- Organized, sorted and checked financial input data against original documents.
- Applied data entry knowledge and analytical skills to resolve indecipherable or garbled messages.
- Kept optimal quality levels to prevent critical errors and support team performance targets.
- Named one of the top 5% of data entry specialists for the outstanding quality of work and dedication to meeting individual and team metrics. Recognized for teamwork and for outstanding development.

### **Industry: Social Services — Business Office Manager**

Nov. 2010 - May 2018

- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Coordinated bookkeeping activities in QuickBooks and Excel, including invoicing and accounts payable.
- Handed client correspondence and tracked records to foster office efficiency.
- Drafted professional business memos, letters, and marketing copy to support business objectives and growth.

### **Industry: Information Technology — Financial Services Representative**

May 2009 - Oct. 2010

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Provided primary customer support to internal and external customers in a fast-paced environment.
- Maintained accurate and current customer account data

## SKILLS

Spreadsheet Management

Accounting

Error Detection

Business Administration

Statistical Data Gathering

Microsoft Office

Strong Organizational Skills

Proficient Time Manager

with manual forms processing and digital information updates.

- Entered customer interaction details in internal CRM software to track requests, document problems and record solutions offered.

## **EDUCATION**

BBA: Business and Managerial Economics

*Coker University – May 2008*