

## Summary

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Efficient, reliable and highly administrative/technical support professional with 5+ years of related experience in areas including but not limited to customer service, supply chain management, basic accounting and data entry, and inventory control. Highly technically savvy and proficient at data analysis geared to making informed infrastructure improvements, streamlining operations, and reduce overall costs in any type of business or industry. A self-starter requiring minimal supervision, using good judgement and offering a positive outlook and “can do” attitude.

Diversified skill set dedicated to administrative support and analysis functions, which include advanced MS Office experience (Word, Excel, Outlook, Powerpoint, and Access), and numerous analytical software, as well as a strong effectiveness and experience in navigating the web.

## Qualifications

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**5+ Years of Administrative & Managerial Experience  
Proficiency in Many Software Suites**

All MS Office, Photoshop, Illustrator, FB Business, QuickBooks+Fishbowl, Google Analytics, Tableau

**PBX Phone System Mgmt. Experience  
No-nonsense worker and team player****Vast experience with PC software, consistent 160+  
WPM keystroke rate, 98% accuracy****Fierce, detailed analytical problem solver  
Competent and Diverse Skillset**

Graphic design, organization, logistics, and maintenance, multitasking, tech support, adaptable

## Experience

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**STOCKPERSON, Family-Run Convenience Store *City Name, CA* (September 2012 – May 2017)**

- Assessed resource usage and inventory expenses and cut overhead by 15%
- Configured automated system to handle all dairy and fresh food reorders through multiple suppliers

**WAREHOUSE ASSOCIATE, Amazon under Staffing Agency *City Name, CA* (May 2016 - Aug 2016)**

- Managed inventory collection and organization with IR scanner, consistently exceeded assigned rates

**ADMINISTRATIVE ASSISTANT, Nordstrom FC under SA *City Name, CA* (Aug 2016 – Dec 2016)**

- Confirmed shipments and coordinated with loss department to lower loss rate to near zero
- Helped coordinate massive implementation of \$3 million “Track-2” inventory tracking system
- Assisted with new inventory, layouts, and computer system implementation with administrative team

**SHIPPING CLERK/ACCOUNT ASSISTANT, C.H. Robinson *City Name, CA* (May 2018 – June 2019)**

- Took lead on a massive range of issues; established self as go-to contact person and responsive/assistive agent for nearly *all* inquiries by *all* levels of customers (drivers, managers, account coordinators, afterhours, etc.)
- Handled peak warehouse activity during Fall 2018 with weekend surges of 60% more volume in/out, on my own
- Assisted management in discovering large swaths of previously unknown wasted productivity hours, health/labor violations, potential methods of optimizing and smoothing operations and communication between departments
- Acted as direct point-of-contact, helped oversee management of, and handled invoicing matters for the warehouse’s highest-value-asset produce account (*IFG Grapes, Honeycrisp Apples*) for two grow seasons, with total account revenue in excess of \$5 million per annum

**Volunteer, Habitat for Humanity, *Greater Los Angeles, CA* (2012-2015)**

- Coordinated, led, and assisted work parties that constructed 15 homes for low income families in need
- Recruited and trained 15+ volunteers for assisting construction work parties

## Education

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**HS Diploma – *High School Name* (2012)**

**Course Work in Finance – *Community College Name* (2014-2015)**

## References

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***Available upon request.***