

Objective

To obtain a position that highlights my skills in organization, management, analysis and strategic planning.

Skills

Microsoft Office, Customer Service, Data Entry, Clerical.

Work Experience

Data Processor/Data Analyst

ABC Corporation - September 2014 – March 2015

- Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
- Secures information by completing data base backups.
- Maintains operations by following policies and procedures; reporting needed changes.

Data Processor

ABC Corporation - 2009 – 2014

- Providing service and support to the customers that need or request detailed, product-specific information Served as in-house expert on a particular product category Provides direct customer care through telephone and email interactions, and assists in analyzing needs and selecting appropriate merchandise.
- Consults with customers and Online Care Associates on product selection and, when appropriate, product substitutions.
- Assists in product knowledge training of other Associates Calls Vendors or in-house product experts for information or help in problem resolution.
- Resolves basic and routine ordering problems and requests, and decides when call and issue escalation is needed.
- Performs other duties as assigned.
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- 2009- 2013 Laundry Deliver Folding clothes Separating clothes Delivering clothes.

Education

Bachelor of Science in Labor and Employment Relations - (Pennsylvania State University - Hazleton, PA)