

# MASON WILSON

## Order Specialist

support@qwikresume.com (123) 456 7899 Los Angeles  
www.qwikresume.com



### PROFESSIONAL SUMMARY

Resourceful Order Specialist with 5 years of experience in efficiently managing customer orders and optimizing fulfillment processes. Skilled in ensuring data accuracy, enhancing client satisfaction, and resolving issues promptly. Ready to leverage my expertise to drive operational efficiency and deliver exceptional service in a fast-paced environment.

### WORK EXPERIENCE

Order Specialist May / 2021-Ongoing  
WidgetWorks Inc. Denver, CO

- 1. Processed customer orders efficiently by entering data into the order management system.
- 2. Maintained comprehensive knowledge of company products to address customer inquiries accurately.
- 3. Established automatic order setups to minimize errors and ensure timely delivery.
- 4. Monitored inventory levels and managed order history to respond to client requests effectively.
- 5. Reviewed documentation for incoming shipments to ensure order accuracy and compliance.
- 6. Tracked and resolved customer issues promptly to enhance satisfaction.
- 7. Utilized strong organizational skills to prioritize competing tasks and manage workload effectively.

Order Specialist May / 2020-May / 2021  
Crescent Moon Design Portland, OR

- 1. Educated clients about new product offerings while managing inventory effectively.
- 2. Processed daily orders with a focus on accuracy and timeliness.
- 3. Operated machinery, including forklifts, for efficient order fulfillment.
- 4. Ensured a clean, organized, and safe work environment at all times.
- 5. Coordinated with IT and provisioning teams to guarantee accurate order completion.

### EDUCATION

Bachelor of Science in Business Administration May / 2019 - May / 2020  
University of California Phoenix, AZ

Focused on supply chain management and customer service strategies.

### SKILLS



### INTERESTS

- Volunteering
- Meditation
- Architecture
- Podcasts

### STRENGTHS

- Agility
- Gratitude
- Planning
- Pragmatism

### LANGUAGES



### ACHIEVEMENTS

- Improved order processing speed by 20% through workflow optimization.
- Achieved 98% order accuracy rate, significantly enhancing customer satisfaction.