

# EMMA JOHNSON

## Returns Processor

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### PROFESSIONAL SUMMARY

Accomplished Returns Processor with 7 years of experience in effectively handling product returns and streamlining inventory processes. Expertise in utilizing advanced software for accurate record management and quality assurance. Recognized for enhancing customer satisfaction through efficient service and collaboration with cross-functional teams.

### WORK EXPERIENCE

#### Returns Processor I

Pineapple Enterprises

📅 Jan / 2020-Ongoing

📍 Santa Monica, CA

1. Efficiently processed merchandise returns at Duluth Trading Company, ensuring accurate documentation for reorder or exchange.
2. Utilized multiple software programs, including MS Office, to maintain accurate records and streamline operations.
3. Handled sensitive financial information with discretion and accuracy.
4. Demonstrated ability to manage returns at an above-average pace while maintaining quality standards.
5. Provided assistance to colleagues in processing complex returns, enhancing team collaboration.
6. Performed data entry and market-specific software usage, adapting quickly to new systems.
7. Maintained safety and cleanliness in the work environment according to company protocols.

#### Returns Processor

Crescent Moon Design

📅 Jan / 2018-Jan / 2020

📍 Portland, OR

1. Processed returned stock back into inventory, ensuring accurate input into the computer inventory database.
2. Managed returns and refunds, handling exchanges while maintaining a clean and organized workspace.
3. Processed catalog return shipments, distributing refunds, store credit, or exchanges as necessary.
4. Refurbished returned items, rotating through various departments as needed.
5. Conducted quality checks on returned items to determine repackaging needs.

### EDUCATION

#### Associate of Applied Science in Business Management

City College

📅 Jan / 2016-Jan / 2018

📍 Phoenix, AZ

Focused on operational efficiency and customer service strategies.

### SKILLS

Safety Awareness

Process Improvement

Inventory Auditing

Returns Authorization

### ACHIEVEMENTS

- 🌟 Reduced return processing time by 30% through workflow optimization.
- 🌟 Achieved a 95% accuracy rate in inventory reconciliation, enhancing stock management.
- 🌟 Improved customer satisfaction scores by 15% by implementing efficient returns procedures.