

# Pauline Arita

Mail Clerk

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## EDUCATION

**High School Diploma or GED at Thomas Jefferson High School for Science and Technology, Alexandria, VA**  
Sep 2018 - May 2022  
Relevant Coursework: English, Mathematics, Science, Social Studies, Physical Education, and elective courses such as Art, Music, or Foreign Languages.

## LINKS

[linkedin.com/in/paulinearita](https://www.linkedin.com/in/paulinearita)

## SKILLS

Sorting  
Labeling  
Microsoft Outlook  
Data Entry  
Time Management  
Record Keeping  
Customer Service

## LANGUAGES

English  
Russian

## HOBBIES

Stamp collecting  
Scrapbooking

## PROFILE

Diligent Mail Clerk with 1 year of experience in efficiently processing, sorting, and distributing mail and packages. Adept at operating mailroom equipment and maintaining accurate records, while ensuring timely delivery and adherence to postal regulations. Demonstrates strong organizational skills and attention to detail, contributing to a smooth and efficient mailroom operation.

## EMPLOYMENT HISTORY

- Mail Clerk at Pitney Bowes, VA**  
Mar 2023 - Present
  - Successfully processed and distributed an average of 1,500 mail items daily, ensuring timely delivery to over 200 employees at Pitney Bowes, VA office.
  - Implemented a new mail sorting system, which reduced sorting time by 30% and increased overall efficiency in mailroom operations.
  - Identified and resolved 100+ mail delivery discrepancies within a six-month period, resulting in improved accuracy and customer satisfaction.
- Mailroom Assistant at UPS, VA**  
Aug 2022 - Jan 2023
  - Successfully processed and sorted over 10,000 packages per day, ensuring timely delivery and a 99% accuracy rate for customers in the VA region.
  - Streamlined mailroom operations and reduced package misrouting incidents by 80% through the implementation of an improved tracking system and better organization methods.
  - Provided exceptional customer service by resolving 95% of inquiries and issues within the same day, resulting in a significant increase in customer satisfaction ratings.
  - Trained and mentored 5 new Mailroom Assistants, contributing to a 20% increase in team productivity and efficiency in handling high-volume demands during peak seasons.

## CERTIFICATES

**Mailpiece Quality Control (MQC) Certification**  
Nov 2021

**Certified Mail and Distribution Systems Manager (CMDSM)**  
Aug 2020

## MEMBERSHIPS

**National Association of Postal Supervisors (NAPS)**  
**Mail Systems Management Association (MSMA)**