

Molli Dittimore

Operations Clerk

Profile

Operations Clerk with 1 year of experience in providing efficient administrative support and coordination in fast-paced environments. Proficient in data entry, record-keeping, and inventory management. Demonstrates strong attention to detail, problem-solving skills, and the ability to work well both independently and in team settings. Committed to continuously improving processes and streamlining operations for maximum efficiency and accuracy.

Employment History

Operations Clerk at Ohio Savings Bank, OH

Mar 2023 - Present

- Successfully managed and processed over 500 daily transactions, ensuring 100% accuracy and efficiency in handling customer accounts.
- Streamlined the document filing system, reducing retrieval time by 30% and resulting in improved productivity for the entire operations team.
- Trained and mentored 10 new Operations Clerks, contributing to a 20% increase in team efficiency and a 15% reduction in training time.
- Identified and resolved 50+ discrepancies in account records within a year, leading to a 25% reduction in customer complaints related to account errors.

Junior Operations Clerk at KeyBank, OH

Jul 2022 - Jan 2023

- Successfully streamlined the transaction processing system, resulting in a 15% increase in efficiency and reducing errors by 20% within the first six months of employment.
- Spearheaded the implementation of a new customer service protocol, resulting in a 10% improvement in client satisfaction ratings and contributing to a 5% increase in new account openings within a year.
- Developed and executed a training program for new hires, which led to a 25% reduction in onboarding time and a 30% improvement in new employee productivity within their first three months at KeyBank, OH.

Certificates

Certified Operations Specialist (COS)

Sep 2021

International Association of Administrative Professionals (IAAP) Certification

Feb 2020

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📍 123 Oak Street, Columbus, OH 43215

Education

Associate of Applied Science in Business Operations at Cincinnati State Technical and Community College, Cincinnati, OH

Aug 2018 - May 2022

Relevant Coursework: Operations Management, Project Management, Supply Chain Management, Business Analytics, Principles of Accounting, Marketing, Business Law, and Human Resource Management.

Links

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

Skills

Data Entry

Inventory Management

Microsoft Excel

Scheduling Coordination

Invoicing Processing

Customer Service

QuickBooks

Languages

English

Indonesian