

Latova Maitner

Order Clerk

✉ latova.maitner@gmail.com

☎ (166) 983-8086

📍 123 Maple Street, St. Louis,
MO 63101

Education

**Associate of Applied Science
in Business Administration at
St. Louis Community College,
St. Louis, MO**

Aug 2017 - May 2022

Relevant Coursework: Business
Communications, Financial
Accounting, Managerial
Accounting, Marketing
Principles, Business Law,
Economics, Management
Principles, and Operations
Management.

Links

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

Skills

Data Entry

Inventory Management

Customer Service

Microsoft Excel

Order Processing

Time Management

Problem Solving

Languages

English

Japanese

Profile

Detail-oriented Order Clerk with 1 year of experience in efficiently processing and managing customer orders. Adept at utilizing software systems, maintaining accurate records, and providing exceptional customer service. Demonstrated ability to handle high-pressure situations, prioritize tasks, and contribute to a collaborative team environment. Seeking opportunities to further enhance organizational and communication skills in a dynamic workplace.

Employment History

Order Clerk at C.H. Robinson, MO

Mar 2023 - Present

- Successfully processed over 1,000 orders per month, ensuring a 99% accuracy rate and contributing to a 20% increase in overall customer satisfaction.
- Streamlined the order tracking system, resulting in a 15% reduction in order processing time and a 10% increase in on-time deliveries.
- Collaborated with the warehouse team to implement a new inventory management system, leading to a 25% decrease in order discrepancies and a 5% reduction in stock shortages.
- Trained and mentored 5 new order clerks, improving the department's efficiency by 10% and reducing the average training time by two weeks.

Assistant Order Clerk at Expeditors International, MO

Aug 2022 - Feb 2023

- Successfully processed an average of 150 orders per day, ensuring timely and accurate delivery for customers and maintaining a 99% on-time delivery rate.
- Streamlined the order entry process by implementing a new data management system, reducing manual entry errors by 25% and increasing overall efficiency by 20%.
- Assisted in training 10 new hires on company procedures and software systems, contributing to a 30% increase in team productivity within their first three months of employment.
- Identified and resolved over 500 order discrepancies, resulting in a 15% reduction in customer complaints related to order accuracy and delivery.

Certificates

Certified Professional in Supply Management (CPSM)

Jun 2021

International Association of Administrative Professionals (IAAP) Certification

Feb 2020

Memberships