

Jordan Miller

Order Fulfillment Coordinator

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Organized order fulfillment coordinator with four years of streamlining pick-pack-ship operations in e-commerce warehouses. Expert at reducing shipment errors and improving customer satisfaction.

Key Skills

- Order processing & accuracy
- Carrier coordination
- Returns management
- SOP development

Professional Experience

Order Fulfillment Coordinator | ShopQuick Fulfillment, City, ST | February 2019 – Present

- Oversee daily processing of 1,000+ online orders, reducing order error rate from 4% to 0.8%
- Coordinate with shipping carriers to optimize routing, cutting average delivery time by one day
- Developed standard operating procedures for returns, improving processing speed by 20%

Shipping Associate | QuickShip Logistics, City, ST | August 2016 – January 2019

- Picked and packed 800+ orders per shift with 99% first-pass accuracy
- Prepared shipping manifests and coordinated with 5 major carriers
- Assisted in roll-out of automated packing lines, boosting throughput by 25%

Education

Certificate in Supply Chain Management, May 2016 | City Technical Institute, City, ST