



RENEE CALDWELL

Senior data entry lead with 11 years across healthcare, logistics, and municipal records. I run small teams, set QA standards, and clean up legacy databases that nobody else wants to touch. Strong with Excel, SQL lookups, and writing the kind of short SOPs new hires actually read.

CONTACT



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Columbus, OH

EDUCATION

Bachelor of Science, Information Management
Franklin University
December 2013 – February 2014

Certified Records Manager (CRM)
November 2019

Lean Six Sigma Yellow Belt
October 2022

KEY SKILLS

- Team leadership and QA design
- Excel (macros, Power Query, pivot tables)
- SQL (SELECT, JOIN, basic stored procedures)
- Oracle TMS, Athenahealth, Salesforce, Epic
- Data migration and de-duplication
- SOP writing and new-hire training
- HIPAA and PII handling
- 10-key (13,500 KPH)
- Typing 84 WPM
- Records management (CRM-certified)

PROFESSIONAL EXPERIENCE

- **Data Operations Lead, Mercer Logistics Group, Columbus, OH, Reno, NV**
February 2021 – Present
 - Lead a team of six entering shipment manifests, customs forms, and BOLs into Oracle TMS, averaging 4,200 records per day.
 - Cut team error rate from 1.8% to 0.4% over 14 months by rewriting the QA checklist and adding a peer-review step.
 - Built an Excel macro that pre-validates carrier IDs and saves about 9 hours of rework per week.
 - Run weekly one-on-ones and handle the quarterly accuracy reviews for the team.
 - Partner with IT on field-mapping changes when new carriers onboard.
- **Senior Data Entry Clerk, Franklin County Recorder's Office, Columbus, OH**
September 2017 – February 2021
 - Indexed deeds, mortgages, and liens into the county system at roughly 320 documents per day.
 - Led a project that migrated 47,000 microfilm records into the searchable digital archive across 18 months.
 - Trained 11 new clerks on indexing standards and the redaction workflow for sensitive fields.
 - Reduced re-indexing requests from the title-company queue by about 35% after standardizing name-suffix handling.
- **Medical Records Coordinator, Cardinal Family Health Network, Dublin, OH**
November 2014 – March 2017
 - Entered patient charts, lab results, and referrals into Athenahealth for a five-clinic network.
 - Cleaned a 22,000-record duplicate-patient backlog flagged during an EHR migration.
 - Wrote the intake-coding SOP still used by the front-desk team.
 - Held HIPAA refresher sessions twice a year for new hires.
- **Data Entry Clerk, Keystone Insurance Services, Worthington, OH**
October 2013 – December 2014
 - Keyed homeowner and auto policy applications into the underwriting system.
 - Audited a sample of 50 policies per week against the source PDFs.
 - Flagged inconsistencies in agent submissions before they reached underwriting.

