



Ahmed Mahlangu

Senior Office Clerk

Detail-focused office clerk with 6 years of experience in records proofreading, cash handling and reconciliation, and data verification across government, healthcare, and title service settings. Reduced clerical errors by 15.9% by introducing a dual-review proofreading checklist for passport application data, and collected and reconciled \$1,540 in daily application fees while balancing the cash drawer to within \$0.25 each shift.

Contact Information



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Lewisburg, WV 12345

Education

AAS in Business: Office Technology

New River Community and Technical College, Lewisburg, WV | 2018 – 2020

Key Skills

- Microsoft Excel
- Microsoft Outlook
- Optical Character Reader
- Cash Handling and Reconciliation
- Records Proofreading
- Records Confidentiality
- Customer Service
- Photocopiers and Scanners
- Basic Bookkeeping
- Data Verification

Professional Experience

SENIOR OFFICE CLERK | GREENBRIER BASIN PASSPORT AGENCY, LEWISBURG, WV 2023 – PRESENT

- Reduced clerical errors by 15.9% by introducing a dual-review proofreading checklist for passport application data, catching an average of 11 discrepancies per day before final submission.
- Quality-checked 287 passport books daily using an optical character reader, verifying biographical data against source documents and flagging mismatches within 45 seconds per book.
- Greeted and directed an average of 53 visitors per day to appropriate service windows, answering questions about application status and required documentation.
- Collected and reconciled \$1,540 in daily application fees, balancing the cash drawer to within \$0.25 at close of each shift.
- Computed and recorded weekly transaction totals in Microsoft Excel, producing reconciliation summaries for the branch supervisor every Friday by 3:00 p.m.

OFFICE CLERK | MEADOW RIVER COMMUNITY HEALTH CENTER, RAINELLE, WV 2021 – 2023

- Greeted 38 patients and visitors per day at the reception area, confirming insurance details and collecting copayments averaging \$1,080 daily.
- Quality-checked 142 printed patient intake packets each day against electronic records, reducing misfiled forms from 7 per week to 2.
- Communicated with patients by phone and in person to explain billing statements, address complaints, and schedule follow-up calls, resolving 19 inquiries per day.
- Disbursed petty cash for supply purchases and completed weekly bank deposits, reconciling receipts within 20 minutes each Friday.

JUNIOR OFFICE CLERK | SENECA TRAIL TITLE SERVICES, MARLINTON, WV 2020 – 2021

- Greeted an average of 22 walk-in clients per day, providing directions and answering basic title-search questions while logging visitor counts in Microsoft Excel.
- Quality-checked 113 printed closing packets per week against source files, lowering document errors from 6 per batch to 1.
- Counted and recorded incoming check payments each morning, preparing bank deposit slips totaling an average of \$9,370 per day.