



Imani Mukherjee

Office Clerk

Administrative professional with 2 years of experience processing invoices, sorting and routing mail across multiple office locations, and managing multi-line phone systems. Reduced average email response turnaround from 11 hours to 3.6 hours by creating pre-written templates in Microsoft Outlook for recurring inquiry types.

CONTACT INFORMATION

-  (509) 555-0118
-  imani.mukherjee@example.com
-  Ellensburg, WA 12345

KEY SKILLS

- Microsoft Outlook
- Microsoft Excel
- Microsoft Word
- Photocopiers and scanners
- Mail sorting and routing
- Invoice processing
- Multi-line phone systems
- Records confidentiality
- Filing and records management

PROFESSIONAL EXPERIENCE

Office Clerk | Kittitas Creek Property Management, Ellensburg, WA
2025 - Present

- Reduced average email response turnaround from 11 hours to 3.6 hours by creating pre-written templates in Microsoft Outlook for 8 recurring inquiry types.
- Process 87 vendor and tenant invoices per week, verifying totals against lease agreements before forwarding to accounts payable.
- Sort and route 154 mail items per day across 3 office locations, ensuring next-day delivery for time-sensitive lease documents.
- Answer telephones on a 4-line system, take detailed messages, and direct calls to the appropriate property manager within the team.

Office Assistant | Yakima Basin Engineering Group, Yakima, WA
2024 - 2025

- Opened, sorted, and distributed 118 incoming mail items per day to 5 engineering departments, logging certified packages in a shared tracking sheet.
- Processed 53 invoices per week by matching purchase orders to packing slips and entering line items into Microsoft Excel.
- Prepared outgoing mail and courier packages for 14 active project sites, scheduling pickups to meet same-day shipping cutoffs.

EDUCATION

AAS in Administrative Office Assistant
Yakima Valley College, Yakima, WA | 2022 - 2024