

Ana Tan

Clerk

CONTACT INFORMATION

(318) 555-0125

ana.tan@example.com

Natchitoches, LA 12345

EDUCATION

Associate of General Studies (AGS)
Northwestern State University of Louisiana, Natchitoches, LA
2018 - 2020

KEY SKILLS

- Microsoft Excel
- Microsoft Outlook
- MS Dynamics
- Multi-line phone systems
- 10-key data entry
- Cash handling and bookkeeping
- Order verification
- Records proofreading
- Vendor communication
- Document scanning and filing

ABOUT ME

Office clerk with 6 years of experience supporting teams of up to 47 people across front-desk reception, multi-line phone coverage, cash handling, and order processing in MS Dynamics and Microsoft Excel. Reduced order processing errors from 5 per month to 1 by implementing a double-verification checklist, and reconciles cash receipts averaging $4,680 per week against register tapes before completing bank transactions.

PROFESSIONAL EXPERIENCE

Clerk | 2023 - Present
Cane River Administrative Services LLC, Natchitoches, LA

- Reduced order processing errors from 5 per month to 1 by implementing a double-verification checklist in MS Dynamics before each shipment confirmation.
- Provide clerical support for a 47-person office, fielding walk-in questions, distributing interoffice documents, and coordinating meeting room schedules.
- Answer incoming calls on a multi-line phone system within an average of 14 seconds, logging caller details and routing messages to 6 departments.
- Collect, count, and deposit cash receipts averaging $4,680 per week, reconciling daily totals against register tapes before completing bank transactions.

Office Clerk | 2021 - 2023
Bayou Pierre Building Group, Mansfield, LA

- Processed purchase orders in MS Dynamics for a 34-person branch, maintaining no more than 3 order processing errors per month.
- Answered a multi-line phone system and transferred calls within 18 seconds on average, covering a switchboard that handled 91 daily calls.
- Computed and proofread weekly expense reports in Microsoft Excel, cross-checking 127 line items per report against original receipts.

Junior Clerk | 2020 - 2021
Red River Bend Office Partners, Coushatta, LA

- Supported a 23-person office by greeting visitors, sorting incoming mail, and preparing outbound packages for courier pickup each afternoon.
- Answered phones within an average of 22 seconds and relayed messages for 3 departments using Microsoft Outlook calendars to confirm availability.
- Recorded daily petty cash disbursements totaling $1,550 per month, balancing the ledger in Microsoft Excel at the close of each business day.