

Anna Piloto

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Education:

Ohio Literacy Partnership • New Albany, OH • August 2019 - Present

- Awards: Ohio Department of Education Recognition for Continued Literacy Partnership

Howard College • Ampla Cum Laude Honor Graduate • Big Spring, TX • August 2012 - May 2016

- Associates of Science, AS - Business, Management, Marketing, and Related Support Services
 - Certificates: Business Automation I, Business Administrative Services II, Office Technology I
 - Awards: Dean's List (4 years), Honors List of Excellence (4 years), Ampla Cum Laude Honor Graduate
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Professional Work Experience:

Tax Examining Technician • Internal Revenue Service • Seasonal • June 2017 - August 2017

- Analyzed taxes for invalid or fraudulent taxes increasing tax return validity and security
- Filed delinquent returns using internal tools and resources for further escalation
- Verified tax returns through internal tools and analytical methods (NDA)
- Flagged suspicious returns through analytical internal resources (NDA)
- Communicated graphical reports and analysis to supervisors on a regular basis

Administrative Support Specialist • Seasonal • August 2016 - December 2016

- Tasked with administrative tasks and responsibilities such as faculty communications, mail, and clerical responsibilities
- Filed sensitive, internal documents for students and faculty using internal tools
- Entered document data into internal spreadsheets and data entries for documentation and records
- Provided customer service assistance to students and visitors

Secretary of Public Education • Office for the Department of Education, Mexico • January 1990 - August 2008

- Managed educational facilities in 32 different states for the Department of Education for Special Needs
 - Imposed, enforced, and communicated policy to all 32 educational facilities for the Department of Education for Special Needs
 - Used internal resources and databases for data entry to record attendance and policy documentation or communication
 - Trained and conducted Sign Language Instruction to various educational facilities and international governments
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Additional Work Experience:

Fulfillment Center Associate • Amazon • August 2020 - Present

- Use internal tools to optimize delivery routes and paths to reduce company expenses
- Use internal tools to manage inventory and delivery contents through database management
- Efficiently pack delivery trucks with inventory and contents in organized manners
- Efficiently deliver packages in timely manner for client satisfaction

Self-Employed • DoorDash • November 2018 - August 2020

- Use internal tools to receive and manage customer food delivery orders
- Optimize delivery routes to minimize travel distance and delivery time for customer satisfaction
- Provide courteous customer service to increase customer satisfaction
- Use internal tools to handle order conflicts/invalid orders through escalation procedures

Fulfillment Specialist • Amazon • August 2017 - October 2018

- Efficiently pack Amazon products into corresponding boxes for delivery
 - Use internal tools and resources to maintain inventory and efficiency through database management
 - Use internal devices to label products and packages through commercial devices
 - Use internal devices to report/flag broken or incorrect products for replacement
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Skills:

Expert in inventory management and organization • Proficient in Microsoft Word, Excel, and PowerPoint • Expert in office practices, technology, and equipment • Expert in customer service resolution and management • Expert in time management and planning • Expert in graphic design • Expert in clerical support • Expert in Word Processing • Expert in Office Supplies and Resources

Languages: English (Proficient) • Spanish (Native) • American Sign Language (Native) • Mexican Sign Language (Native)