

# Candace Wagner

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## Summary of Qualifications

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Data entry specialist known for quick typing skills, razor-sharp eye for detail and an infatuation with keeping customers and employers happy. Require minimal supervision and continually seek ways to improve processes, accuracy, service levels and efficiency.

### ***Skills include:***

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|-------------------------------------|---|
| ▪ Data Entry and Order Processing   | ▪ Administrative Support                        |
| ▪ Word Processing (80 WPM)          | ▪ Purchasing, Shipping and Receiving Operations |
| ▪ Spreadsheet and Database Programs | ▪ Account Records Management                    |
| ▪ Invoicing and Inventory Systems   | ▪ Document Storage and Cloud-Based Systems      |
| ▪ CRM Platforms                     | ▪ Accounts Payable (A/P) and Receivable (A/R)   |

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## Experience

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ABC COMPANY, INC. (Sometown, MI) | **Data Entry Clerk**, 9/2014 to Present

Hired by industrial manufacturer to ensure the timely and accurate entry of customer contracts into company systems. Input A/R adjustments into billing program after verifying required approvals are in place.

### ***Key contributions:***

- Helped achieve a goal-surpassing 22% increase in add-on sales (6-figure growth) after implementing new CRM data fields that enhanced customer insights for sales team.
- Implemented digital-filing solution that improved records management and customer follow-up processes.
- Created a cashflow surge after resolving months of backlogged adjustments to accounts receivables.
- Honored with company's "Proactive Problem-Solver" award after initiating meetings with Purchasing, Shipping and Receiving managers to identify their information and reporting needs. Modified data systems, enabling faster and easier information retrieval.

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DEF COMPANY, INC. (Sometown, MI) | **Data Entry Clerk**, 7/2012 to 9/2014

Recruited by furniture manufacturer and reseller to handle data entry and other administrative tasks.

### ***Key contributions:***

- Resolved data-management issues that helped elevate Net Promoter Score (NPS) from 89% to 95%. Improved the timeliness and accuracy of data entry processes, reversing longstanding issues of delayed chargebacks and erroneous invoicing.
- Reviewed work orders and accurately input data into company database. Flagged accounts needing additional services and routed this information to appropriate teams to prevent service delays.
- Stepped in to answer phone calls and assist with other office duties during periods of heavy workflow.