

Bennett Baker — General Clerk II

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Labor Category/Role	General Clerk II
Education	High School Diploma, Lafayette High School, 1983
Certifications/Trainings	
Security Clearance	Public Trust (to be obtained)
Skills/Competencies	<ul style="list-style-type: none">• File Management• Product Distribution• Data Organization
Qualification Summary. Mr. Baker is a retired Navy Quartermaster First Class Petty Officer who uses his expertise in organization and communication to manage Naval Supply Systems Command. With extensive military experience, he implements necessary standards, expectations, and procedural protocols to ensure excellence in product distribution. He maintains a highly developed attention to detail in data management, storage, organization, and retrieval.	
Relevant Experience	<p>Naval Supply Systems Command (NAVSUP), Abaco Strategy, LLC 09/ 2022 to Present</p> <p>Provides support to ensure entitlement counseling and quality control services along with shipment and storage management services to military and civil service member's incident to movement of household goods.</p> <ul style="list-style-type: none">• Assist in managing Temporary and Non-Temporary Storage lots to include processing storage extensions, receiving and documenting shipment into and out of storage, correction notices, etc.• Input personnel information data into the Transportation Operational Personal Property Standard System (TOPS) or Defense Personal Property Transportation System (DPS).• Scan and retrieves documentation into TRIM/DON TRACKER electronic file folders daily.• Respond to all member/employee and TSP inquiries, questions, and information requests.• Locate service-members using various military locator systems to provide shipment status and obtain required documentation if necessary.• Open U.S. mail for internal distribution. Destroys/shreds completed file folders. 10%.• Assist in shipping processing in both Storage-in-Transit (SIT) and Non-Temporary Storage (NTS).• Retrieve, organize, and file records, sort data, submit metrics.• Notify members/employees of storage expiration dates via phone, email and certified mail as required.• Review storage extension requests to expedite processing (time sensitive). Verify compliance with prescribed rules, check orders, current entitlement expiration and justification for request.• Notify TSP/contractor if shipment is to be converted to commercial storage via email, certified letters, and phone calls as required.• Identify problems, resolve issues or elevate to Vendor/Storage Management DGR as appropriate.• Ensure corresponding receipts and documentation are attached to invoices.• Identify correct SDN, ACRN, and orders number.

- Process and submit manual invoices to Department Finance and Accounting Service (DFAS) for payment upon review approval.
- Arrange distribution and retrieval of personal property shipments.
- Perform shipment related tasks incident to the shipment/storage of household goods, including placing shipment in Storage in Transit (SIT) when required, providing required documents to TSP/contractors, processing shipment changes, etc.

**Reservations Agent, Department of Defense (DOD), Multiple companies
06/2019 to 03/2020**

06/2008 to 01/2013

Supported the operation of a full-service contact call center responsible for assisting the Navy Lodge and other DoD non-appropriated eligible patrons with securing lodging accommodations world-wide within a network of multiple DoD agencies.

Demonstrated expertise in assigning work; writing, typing, or entering information into computer, to prepare correspondence, briefing, statements, receipts, spreadsheets, or other documents, using Microsoft Office Suite software (Word, Excel, PowerPoint). Participated in meetings; preparing reports, plans and working instructions; and any other duties as assigned.

- Provided training to new personnel supporting the Reservation Call Center.
- Supported worldwide travel accommodations related to Navy Lodges and other DoD agencies.
- Resolved or elevated inquiries and assisted customers via phone, email, etc. and maintained appropriate documentation while adhering to PII and PCI requirements.
- Ensured lodging accommodations were authorized and proceeded with reservations according to call center protocol and DoD requirements.
- Provided facility information such as location rates, regulations, types of accommodations, and services available within the available rooms.
- Verified required data regarding eligibility status classification to ensure accuracy prior to finalizing input to the database.
- Ensured professional and courteous social environment for patrons.
- Coordinated efforts with respective DoD lodging facility agency front desk representative or management staff.
- Entered data and reviewed and ensured accuracy.
- Managed referral and security of group reservations for special functions such as meetings reservist groups, reunions, conventions etc.

**Retired Quartermaster First Class Petty Officer, Navy
12/1985 to 11/2007**

- Served and retired with honorable discharge.
- Served last sea tour aboard on USS The Sullivans DDG 68.
- Maintained ship navigation safety as a Senior Quartermaster/Assistant Navigator.