Jordan Rivera

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SUMMARY

Account coordinator who keeps 35 shipping customers informed and their orders moving. Comfortable between customers, the warehouse and new teammates.

EXPERIENCE

Ridgeway Freight
Account Coordinator · March 2021 - Present
- Handle customer emails and calls for 35 shipping accounts, most of them regional retailers.
- Work with the warehouse team to fix late or missing orders, usually within the same day.
- Trained four new coordinators on the order system.
- Write a weekly report on delivery issues for the operations lead.
- Moved all 35 accounts to the new tracking portal over three months in 2023.

Riverside Outfitters
Sales Associate · June 2018 - February 2021
- Helped customers in store and by phone, and ran the returns desk on weekends.

Eastside Public Library
Circulation Assistant · August 2016 - May 2018
- Checked materials in and out, answered patron questions and kept holds on schedule.
- Showed new patrons how to use the online catalog.

SKILLS

Customer onboarding · Escalation handling · Order management systems · Microsoft Excel · Training new staff · Weekly reporting · Spanish (conversational)

CERTIFICATIONS

OSHA 10-Hour General Industry · 2022

EDUCATION

Lakeview Community College
Associate of Applied Science, Business Management · 2018