

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

- Moved all 35 accounts onto the new tracking portal over three months in 2023, guiding each through onboarding and early adoption.
- Resolve escalations on late and missing orders, usually within the same day, working cross-functionally with the warehouse team.
- Serve as the main point of contact for 35 shipping accounts, most of them regional retailers.
- Trained four new coordinators on the order system.
- Write a weekly report on delivery issues for the operations lead.

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