

Connor McBride

Data Entry Associate

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SUMMARY

Data entry associate with 3 years in freight logistics and retail customer service, entering bills of lading, carrier invoices and shipment updates. Keys 300+ records a day in the transportation system and Excel at 99.5% accuracy, answers customers and carriers through Outlook and builds weekly PowerPoint volume summaries for the operations manager.

EXPERIENCE

Data Entry Associate 11/2024 - Present
Heartland Freight Logistics Kansas City, MO

Freight brokerage moving 2,000 truckloads a month.

- Process **300+** bills of lading and delivery receipts a day into the transportation management system.
- Check carrier invoices against rate sheets for 150 loads a week, catching \$4,000 in overbilling a month.
- Update shipment status for 60 customer accounts through Outlook by 9 a.m. each business day, flagging late loads first.
- Build a weekly PowerPoint volume summary from Excel data for the operations manager's Monday meeting.

Customer Service Associate 05/2023 - 10/2024
Plaza Home Goods Kansas City, MO

Home furnishings store with 40 employees.

- Handled **80** customers a shift at the service desk, processing returns and exchanges in under 3 minutes each.
- Entered 150 special orders a month into the store system and tracked arrival dates in Excel for pickup calls.
- Counted 1,200 SKUs during quarterly inventory and keyed the counts into the stock system with 99% accuracy.
- Resolved delivery and damage complaints by phone, keeping customer survey scores above 4.7 out of 5.

SKILLS

Data Entry • Excel
Word • Outlook
PowerPoint
Microsoft Office
Transportation Management System
Customer Service
Typing Skills • Accuracy

EDUCATION

Associate of Arts
05/2024
Metropolitan Community College
Kansas City, MO
General Studies

CERTIFICATES

Microsoft Office Specialist: PowerPoint Associate
Microsoft
08/2024