

Tiffany Brooks

Order Entry Specialist

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SUMMARY

Order entry specialist with 2 years entering and confirming dealer orders in SAP for an office furniture manufacturer. Processes 60 to 70 orders a day at 99.5% accuracy and brings 2 years of customer service from a credit union teller line.

SKILLS

Order Entry • SAP • Excel • Outlook • Data Entry • Customer Service • Attention to Detail
Organizational Skills • Written and Verbal Communication Skills

EXPERIENCE

Order Entry Specialist

10/2024 - Present

Grand River Office Furniture

Grand Rapids, MI

Manufacturer of desks, seating and storage sold through 150 dealers nationwide.

- Process **60-70** dealer orders a day in SAP, checking finishes, part numbers and pricing against the price book.
- Maintain 99.5% order entry accuracy over 18 months, verified by monthly quality audits of 200 sampled orders.
- Send order acknowledgments and ship-date changes to dealers through Outlook, about 40 messages a day.
- Track incomplete or held orders in an Excel log and follow up with dealers until each order releases.

Bank Teller

06/2022 - 09/2024

Lakeshore Community Credit Union

Wyoming, MI

Credit union with 6 branches in West Michigan.

- Processed 120 deposits, withdrawals and loan payments a day with a balanced drawer on **98%** of shifts.
- Provided customer service to members at the counter and drive-up, opening 8 savings accounts a month.
- Detected 3 counterfeit checks in 2023 by verifying signatures and holds with attention to detail.
- Served Spanish-speaking members in their own language, covering about 15 transactions a week at the counter.

EDUCATION

Associate of Applied Science

05/2022

Grand Rapids Community College

Grand Rapids, MI

Business Administration

CERTIFICATES

Microsoft Office Specialist: Excel Associate

Microsoft

02/2025