Lucia Ortega

Warehouse Clerk

Warehouse Clerk with 2 years keeping inventory records, receiving paperwork and order files accurate at a cross-border warehouse in El Paso. Enters 200+ transactions a day in the WMS and Excel, takes driver and customer service calls in English and Spanish, and runs a forklift when the dock needs help. Works with steady attention to detail.

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Experience

Warehouse Clerk

Paso del Norte Logistics • El Paso, TX • 11/2024 - Present

Cross-border warehouse for auto parts and electronics with 85 employees.

- Process **200+** receiving, transfer and shipping transactions a day in the WMS with 99.5% accuracy.
- Review bills of lading, packing lists and customs papers for 15 inbound trucks a day.
- Update inventory records in Excel after cycle counts and flag variances over 2% to the supervisor.
- Handle driver check-in and customer service calls in English and Spanish, about 40 calls a shift.

Counter Clerk

Sun City Auto Parts • El Paso, TX • 06/2022 - 10/2024

Independent auto parts store with 2 locations.

- Completed parts orders for 50+ walk-in and phone customers a day using the store catalog system.
- Received weekly stock orders and shelved 300+ items, checking each against the invoice.
- Created Microsoft Word price sheets and Outlook order emails for 6 repair shop accounts.
- Tracked special orders in a data entry log so no customer part went uncalled for more than 2 days.

Skills

Excel , Microsoft Word
Outlook , Data Entry , WMS
Inventory Records
Bills of Lading , Forklift
Customer Service
Attention to Detail

Education

High School Diploma

Franklin High School

El Paso, TX

05/2022

Certificates

Microsoft Office Specialist: Excel Associate

Certiport • 08/2024

Forklift Operator Certification

National Safety Council

01/2025