Terrence Wilcox

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My Key Qualifications

- **5 years in data entry and inventory operations**, one unbroken run from Bunzl Distribution in late 2021 through Radial today.
- Hands-on with **NetSuite, Manhattan, and SAP** across ERP and WMS order, SKU, and inventory record entry.
- Built a pre-upload file audit process with **VLOOKUP, XLOOKUP, and conditional formatting** in Excel, cutting file rejections from 18 to 6 per month.
- High-volume accuracy under deadline: **1,250 order and shipment records per day** through an 8-week holiday surge at Radial.
- Reconciled carrier portals, CSV files, and purchase orders against internal records, **cutting discrepancy resolution time from 26 hours to 11**.
- Corrected **1,140 SKU records** in a 4-month item master cleanup at Bunzl, comparing ERP exports against supplier spreadsheets.
- Wrote a supplier-upload SOP and trained 3 new hires to independent processing **within 2 weeks**.

Experience

Data Entry Clerk — **Radial**, an e-commerce fulfillment and omnichannel logistics provider

Jan 2023 – Present · 3 yrs 10 mos

- Enter and maintain order, SKU, vendor, inventory, and shipment data across ERP, WMS, and internal operations systems for multi-brand fulfillment activity.
- Built a repeatable pre-upload audit for inbound SKU and inventory files using VLOOKUP, XLOOKUP, and conditional formatting in Excel, cutting file rejections from 18 per month to 6.
- Managed daily entry and maintenance of order and shipment records during peak season, processing an average of 1,250 records per day over an 8-week holiday surge while reconciling carrier portal data.
- Improved discrepancy research for mismatched SKU and vendor records with PivotTable-based exception trackers, cutting average resolution time from 26 hours to 11 in partnership with procurement and warehouse leads.
- Reduced duplicate order updates in internal operations logs by 31% over 6 months by adding workbook-level validation checks and color-coded status rules for edits from customer support and returns teams.
- Wrote a step-by-step SOP covering column mapping, date formatting, and common CSV upload errors for supplier files, helping 3 new hires reach independent processing within 2 weeks.

Sample resume made with Specific Resume · specificresume.com

Inventory Control Clerk — **Bunzl Distribution**, distribution and supply chain company for commercial products

Nov 2021 – Dec 2022 · 1 yr 1 mo

- Cleaned up item master records with missing dimensions, pack quantities, and vendor references, correcting 1,140 SKU records over 4 months by comparing ERP exports against supplier spreadsheets and warehouse documentation to catch incomplete fields and duplicates.
- Reduced unresolved receiving discrepancies from 52 to 19 per week by reconciling receiving logs, purchase orders, and vendor files in Microsoft Excel using filters, sort functions, and basic formulas.
- Cut cycle count follow-up report preparation time by 45 minutes a day for warehouse supervisors by building a standardized Excel template for variance tracking and daily status updates.
- Maintained inventory, purchase order, and item master records across SAP ERP and spreadsheet trackers, reconciling cycle count variances and vendor files with warehouse and purchasing teams, and prepared daily accuracy and backlog reports.

Education

- **Franklin University** — Bachelor of Science in Business Administration · 2017 – 2021

Skills

- **Systems & Platforms:** NetSuite, Manhattan, SAP
- **Excel & Spreadsheets:** Microsoft Excel, Google Sheets
- **Data Operations:** CSV Imports, Record Reconciliation, Inventory Master Data, Order Processing, Quality Control