Terrell Hawkins

Columbus, OH · terrell.hawkins@example.com · (614) 555-0101 · linkedin.com/in/example-terrell-hawkins

My Key Qualifications

- Daily data entry and validation across ERP, order management, and WMS systems at Big Lots and OHL.
- **Advanced Excel** reconciliation with XLOOKUP, PivotTables, conditional formatting, and CSV import/export.
- Cut daily manual review from 2.5 to 1.5 hours by standardizing Excel reconciliation steps for product and inventory files.
- **97% SLA** on assigned queue tickets during Q4 2025 peak volume, coordinating fixes with fulfillment and customer ops.
- Found and corrected **420 duplicate or incomplete catalog rows** across 3 major quarterly uploads.
- Wrote process documentation for file layouts, validation checks, and escalations, shortening new-hire onboarding from 4 weeks to 3.
- Cleared 185 aged inventory variances in 5 months reconciling cycle counts against warehouse transaction records.

Experience

Data Entry — **Big Lots**, US discount retail chain with e-commerce operations

Jan 2023 – Present · 3 yrs 10 mos

- Enter, update, and validate product, pricing, and inventory data across internal merchandising and order systems, auditing inbound spreadsheets and system exports for duplicates, formatting issues, and missing fields.
- Built standardized Excel reconciliation steps for daily product and inventory files using XLOOKUP, PivotTables, and text functions to compare source files against system exports before upload, cutting manual review time from 2.5 hours to 1.5 hours per day.
- Met SLA on 97% of assigned tickets in Q4 2025 while managing multiple order and inventory queues during peak seasonal volume, prioritizing time-sensitive file loads and coordinating follow-ups with fulfillment and customer operations teams.
- Cleaned catalog files before marketplace and site updates, identifying 420 duplicate or incomplete rows across 3 major quarterly uploads by reviewing CSV imports, applying conditional formatting, and verifying required attributes against source templates.
- Improved exception handling for SKU setup and pricing discrepancies by tracking root causes in shared logs and adding validation steps to common file-prep workflows, reducing repeat corrections by 31% over 6 months.
- Created step-by-step documentation covering file layouts, validation checks, and escalation notes for the most common update types, shortening new-team-member onboarding from 4 weeks to 3 weeks.

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Inventory Control Clerk — **OHL**, a third-party logistics and supply chain services company

Nov 2021 – Dec 2022 · 1 yr 1 mo

- Reconciled cycle count results against warehouse transaction records for a multi-client facility, comparing count sheets, CSV exports, and system adjustments to find the correct source of each discrepancy, and cleared 185 aged inventory variances in 5 months.
- Lowered receiving-data correction requests from 14 per week to 6 by adding a pre-entry checklist and validating required item dimensions and pack quantity fields before records were posted.
- Maintained daily inventory reporting for supervisors and client support teams, using Excel filters, lookups, and export checks to deliver clean daily status files, with 99% of scheduled reports on time during the final 6 months in role.
- Updated inventory adjustment records and item master details from cycle counts and receiving documents, and reconciled spreadsheet reports to warehouse system outputs, reporting discrepancies to supervisors.
- Maintained transaction logs and file archives used for inventory research and root-cause investigation.

Education

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

Skills

- **Microsoft Excel & Data Cleaning:** Microsoft Excel, XLOOKUP, PivotTables, Conditional Formatting, CSV
- **Systems & Platforms:** ERP, Order Management Systems, WMS
- **Operations Data:** Data Reconciliation, Catalog Operations, Inventory Administration, Process Documentation