

Rebecca Gordon

Portfolio

West Allis, WI

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[LinkedIn](#)

Professional Statement

Results-oriented professional with 15 years of customer service experience and a strong background in operations and logistics. Proven ability to excel in fast-paced environments, demonstrating exceptional organizational skills, attention to detail, and problem-solving capabilities. Proficient in Microsoft Excel. Seeking a challenging role where I can leverage my analytical mindset and customer service focus to contribute to the team's success.

Experience

AI Writing Evaluator-Outlier AI May 2024-Current

Engineer prompts, evaluate AI output, and research content to improve AI model performance.

Shipping & Receiving Coordinator-Cardinal Components Inc. Mar. 2022- Apr. 2024

Contributed to customers' overall satisfaction by ensuring products meet quality standards, pulling orders with attention to detail and accuracy, and packaging orders to ensure they are shipped securely to meet deadlines.

Contributed to efficient and effective running of warehouse processes by maintaining inventory organization and accuracy.

Operations Manager- Office Depot Aug. 2015- Feb. 2022

Performed disciplined cyclical reviews and achieved .10% annual inventory shrink results for product loss due to theft and error, significantly exceeding company loss prevention goals.

Recognized nationally as a company LP and Safety Hero July 2019.

Logistics Associate-Office Depot Sep. 2011- Apr. 2015

Requested to assist other district stores frequently with logistics and organization issues, including training some associates and managers in logistic processes.

Recognized for project management skills and asked to participate with a select group in the setup of new OfficeMax stores in downtown Milwaukee, Chicago, Evanston, and Seattle.

Technical Skills

- Google Suite
- Microsoft 365
- SQL
- R
- R Studio
- Tableau

Professional Skills

- Customer service.
- Organizational skills.
- Problem-solving
- Time management.
- Attention to detail.
- Management of associates or team.
- Project and performance management.

Certifications

[Google AI Essentials Certificate](#)
2024

[Google Data Analytics Professional Certificate](#)

2024

Education

Bachelor of Arts in Psychology

University of Dallas, 2011

Phi Beta Kappa, inducted 2011

Dean's List Student, graduated Summa Cum Laude