

# MARKITA A. BEAN

5410 Park Avenue • Kansas City, Missouri 64130 • (816) 433-4262 • markitabean@yahoo.com

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## ADMINISTRATIVE SUPPORT | OFFICE OPERATIONS | MATERIAL HANDLING

Performance driven client administrative professional with three years of success in facilitating supportive services in fast-paced office operations. Strong organizational and communication skills with the ability to concurrently direct multiple business activities. Advanced understanding of customer needs. Diligent attention to detail resulting in superior customer service and high levels of client satisfaction. High level of knowledge of many computer software systems.

## EDUCATION

Westport High School, Kansas City, Missouri 64111

*High School Diploma, 2006*

Warehouseman Training, Kansas City, Missouri 64111

*Certified Warehouseman and Material Handler, 2015*

*Certified Forklift Operator, 2015*

## EXPERIENCE

UPS Freight

Kansas City, Kansas 66106

*Administrative Assistant*

2015 - 20016

- Maintained daily client relations and operations including acting as point of contact when customers call in.
- Provided company information to customers and directing customer appropriately based on their needs.
- Provided direct administrative support to lead dispatcher.
- Answered customer inquiries, processed paperwork.
- Reviewed invoices while following procedures concerning overages, shortages, damages, and tracing of freight.
- Worked with both central and local dispatch to assist in the managing of load schedules.
- Closed off and updated trailer contents while creating hazmat trucking placard documents.
- Keyed in bills from manifests and routinely updated internal databases.

Pen Mac Staffing

Lee's Summit, Missouri 64064

*Shipping Clerk*

2015 - 2015

- Prepared bills of lading and arranged carrier pick-ups.
- Answered telephone and e-mail correspondence while maintaining shipping records database.
- Compiled and ran routine reports and verified the accuracy of shipments.
- Traced lost shipments. Created labels and detailed manifests and recorded discrepancies.
- Prepared invoices, financial statements, and other documents.
- Greet visitors and determine whether they should be given access to specific individuals.

Internal Revenue Service

Kansas City, Missouri 64108

*Mail Clerk/Extractor*

2012 - 2012

- Opened, sorted, and processed tax returns. Extracted checks and tax materials from envelopes.
- Used the candling process for extraction of mail.
- Operated image scanners to capture check and remittance documents.
- Processed high volumes of mail while meeting and exceeding production goals and standards.
- Verified that items are addressed correctly, marked with the proper postage.

## RELEVANT SKILLS

Typing to 50 WPM

OSHA 10 Safety Certified

Class E MO Driver's License