

Elisa Mullinix

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Summary

- Focused self-starter excelling at following through to achieve individual or team projected goals.
- Highly dependable and sincere collaborator that takes initiative to supplying top quality work.
- Aptitude to follow procedures while taking direction from management or peers.
- Military experience as office support and customer service managing confidential document flow.
- +2.5 years as a City Letter Carrier with the United States Postal Service.
- Responsible, friendly worker that genuinely enjoys building positive rapport with others.

Skill Highlights

Customer Support

Confidentiality

Continuous Improvement

Document Control

Data Collection and Entry

MS Office Suite

cGMP/SOP/WI Knowledge

50 WPM Typist

Resolution Strategies

Professional Experience

City Carrier

November 2018-June 2021

United States Postal Service: Golden, Colorado

- Builds rapport and educates customers on services or programs provided by the postal service.
- Ensures exact and prompt delivery of essential mail or parcels to the correct address.
- Works necessary overtime to guarantee mail and parcel delivery.
- Performs duties such as manually casing mail and securing mail into trays in order of route.
- Communicates with management about time projections or safety concerns daily.
- Dedicated to completing USPS work duties in all weather conditions.
- Operates right-handed postal vehicles to assigned route and walks a minimum of 8 miles daily.

Wheelchair Quality Control Inspector

December 2014 – November 2017

Permobil/TiLite: Pasco, Washington

- Followed QA standard procedures, verified while documenting measurements or components.
- Ensured the top-quality product reached the customer by performing self-assessment checks.
- Trained new quality control inspectors to better understand the procedures of Quality Control.
- Used hand tools, measuring tape, torque wrenches, digital angle protractors and calipers.
- Awarded Employee of the month in August 2016, also received Star Performer Award in 2017.
- Showed quality standards while informing public tour groups on company mission.
- Implemented new quality inspection documents that reduced overall inspection process time resulting in a daily increase of wheelchairs shipped daily.
- Cross trained in all areas of quality control: incoming inspection, document control, dimensional inspection, powder coat inspection and final product inspection.

Administrative Support Specialist

December 2008 – December 2014

Air National Guard: Fairchild AFB, Washington

Security Clearance: DOD Secret

- Performed reception duties while aiding base personnel via phone, email, or in person.
- Scheduled appointments and answered questions about information on Air Force programs.
- Followed proper security procedures for controlling secured sensitive information: DOD Secret, confidential, and personally identifiable information.
- Completed all unit documentation for reenlistments, service extensions, promotions, demotions, deployments, and retirements.
- Improved communication efficiency as primary liaison between command staff, military personnel, and civilians.

Shipping & Receiving Associate

May 2013 – August 2014

Children's Reading Foundation: Kennewick, Washington

Forklift Experience: 8 months

- Managed incoming and outgoing freight; unloaded trucks, inspect items for defects.
- Operated pallet jack, forklift, dollies, industrial shredder, cutter, manual coil binding machine.
- Fabricated production material, assembled product, packed items to create educational kits.
- Used USPS Dazzle, UPS WorldShip, MS Office Suite, and general office equipment daily.
- Improved inventory management by creating, supporting databases and spreadsheets.

Education

<p>Columbia Basin College Pasco, WA August 2017</p> <ul style="list-style-type: none">• A variety of coursework in English, Math and Chemistry completed.	<p>Air Force Personnel Tech School Keesler Air Force Base, MS Graduated: August 2010</p> <ul style="list-style-type: none">• Graduated top of class with cumulative score of 99%.• Coursework in Administrative Technology.	<p>Southridge High School Kennewick, WA Graduated: June 2006</p> <ul style="list-style-type: none">• High School Diploma• Attended advanced placement courses• Involved in music classes and after school sports
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