Dorothea Pemberton-Ugwu

Postal Sales and Services Clerk

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SUMMARY

Postal clerk with 8 years at retail counters and in mail processing. Handles about 160 counter transactions a day with a balanced cash drawer, sorts and distributes mail for 9 carrier routes and trains new clerks on point-of-sale and accountable mail procedures.

EXPERIENCE

Sales, Services and Distribution Associate — Saguaro Flats Post Office

Tucson, AZ · May 2020 – Present

- Serve about 160 counter customers a day, selling postage, money orders and shipping services with drawer variances under $5 for 4 years.
- Distribute incoming letters and flats to 9 carrier routes before a 7:30 a.m. dispatch, meeting the cutoff on 98% of days.
- Process about 350 package pickups a week from hold shelves, cutting lost-in-office claims to 2 in 2025.
- Handle 40 certified, registered and signature mail items a day with complete scan and signature records.
- Trained 6 new clerks on the retail system and accountable mail, each working the counter alone within 3 weeks.

Retail Clerk — Copper Basin Ship and Print

Tucson, AZ · Aug 2017 – Apr 2020

- Packed and shipped about 70 parcels a day across 3 carriers, quoting rates and delivery times at the counter.
- Managed 220 private mailboxes, sorting daily mail and handling forwarding requests within 1 business day.
- Counted and reconciled the store's cash and card sales nightly with 0 unexplained shortages in 2 years.

SKILLS

Counter services: Postage sales, money orders, passport application acceptance, PO box rentals, shipping quotes

Mail handling: Letter and flat distribution, package scanning, hold mail, forwarding, accountable mail

Cash and stamp stock: Cash drawer balancing, stamp stock counts, daily reports, card terminals

Tools: Point-of-sale systems, handheld scanners, postage meters, scales, Excel basics

CERTIFICATIONS

Passport Acceptance Agent training, U.S. Department of State, 2023

Workplace Safety and Lifting Training, 2024

EDUCATION

High School Diploma, Pueblo High School, Tucson, AZ, 2016

Fictional example by FindAJobAI: the person, employers and numbers are invented.