**Gary M. Colter**

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**Career Summary:**

Detail-oriented, experienced, and adept at monitoring mail/packaging services. Capable of handling incoming/outgoing packages as well as managing office supplies. Exceptional leadership qualities and ability to coordinate team efforts for providing efficient customer services.

**Summary of Skills:**

* Adept at routing incoming mail and distributing them to the correct department through sorting or proper postage
* Capable of managing mail pickup, scheduling delivery process, scan items for security, and handle return mail processing
* Sound knowledge of the various mail room operations, handling incoming/outgoing packages, and inspecting for damaged items
* Ability to coordinated with the staff and serve as a backup during pressure situations to ensure smooth processing of the mail services
* Expertise in preparing mail room budgets, and maintain confidentiality of the packages
* In-depth information about operating and processing mail room equipment as well as handling their maintenance
* Detail-oriented, strong memory, and ability to gel well with the team
* Excellent interpersonal and communication skills

**Work Experience:**

Mail Room Supervisor

Ricoh Services, Huntsville, TN

November 2016 – Present

* Supervising operational work flow of the mail room to ensure efficiency in the process and adherence to company standards
* Overseeing work of mail room clerks and giving appropriate guidance for opening, sorting and routing incoming mail
* Logging and processing all the incoming/outgoing, legal and special mail to inspect the packages for further dispatch
* Maintaining personnel files of the employees to assist the management in performing periodic evaluations, and making appropriate recommendations for annual bonuses
* Operating postage machines and other mail room equipment as well as overseeing the equipment maintenance
* Conducting monthly training sessions to understand the issues faced, and providing optimal solutions to improve efficiency
* Pro-actively developing and maintaining client relationships by providing exceptional services and ensuring no delay in delivery of packages

Mail Room Clerk

Cushman & Wakefield Incorporation, Huntsville, TN

May 2014 – November 2016

* Took responsibility for daily processing/sorting, pickup and scheduling delivery of inbound and outbound courier or mail
* Served as the primary backup for the mail room staff for team member on vacation, absences, training or breaks
* Assisted supervisor in keeping a record of the mail services, and played a key role in preparing the company's mail room budget
* Supported daily delivery of mail services to the client company's location in accordance to the agreed policies and procedures
* Negotiated with the partner vendors to ensure that the postage, packing supplies, and other goods are handled properly by the delivery agencies
* Maintained small and large envelopes, packages, stationary and packing tape to handle monthly stock

Mail Room Assistant (entry-level)

JLL Services Agency, Huntsville, TN

October 2011 – April 2014

* Maintained logs of incoming mails from vendors by preparing accurate Spreadsheets to track the packages
* Sorted and screened unsorted mails received from the local airlines to determine appropriate distribution
* Coordinated with the team to handle all incoming and outgoing mail to ensure proper labeling and routing to the correct courier service
* Identified confidential packages in the mail services and separated them out from the rest to maintain secrecy and damage prevention
* Collaborated with other assistants to scan, inspect, and identify damaged packages, and prepared reports to present it to the supervisor
* Participated in the team created for handling all mail responsibilities, including UPS, Federal Express, and courier service

**Education:**

* Associate's Degree in Business Management  
  Roanna State Community College, Huntsville, TN   
  2011
* High School Diploma  
  Saint Loyola High School, Huntsville, TN   
  2008

**Reference:**

On request.