

Current role	Personnel Processing Specialist at United States Postal Service (USPS) and Freelance Graphic Designer & Systems-Oriented Consultant at Jacob Herrmann Creative Ventures
Experience	Logistics, Governments, Design, Content, Social Media, Web Design
Technologies	Excel, VBA, SAP, Zoom, CSS, HTML, Photoshop, Illustrator, Adobe Creative Cloud

Work experience

Personnel Processing Specialist, United States Postal Service (USPS)  May 2025 - Present (10m)

One of the largest logistics companies in the US
Logistics · Governments

Excel VBA SAP Zoom

- Analyzed high-volume, policy-driven HR operations to pinpoint causes of delays, data errors, and process breakdowns.
- Converted operational challenges into defined business inquiries, success measures, and reporting structures.
- Created Excel-based tools for monitoring exceptions, compliance risks, and workload fluctuations.
- Provided operational supervision with clear, data-driven analysis.

Freelance Graphic Designer & Systems-Oriented Consultant, Jacob Herrmann Creative Ventures  Jan 2011 - Present (15y 2m)

Freelance graphic design and social media content services
Design · Content · Social Media · Web Design

CSS HTML Photoshop Illustrator Excel Adobe Creative Cloud

- Provided design and social media content for a diverse client base, including Sonoran Desert Institute.
- Developed digital assets and campaign graphics focused on engaging target audiences and maintaining brand identity.
- Oversaw client interactions, revisions, and timely project completion for various projects.

Personnel Processing Associate, United States Postal Service (USPS)  Dec 2021 - May 2025 (3y 5m)

National postal and logistics service supporting mail delive
Logistics · Governments

Excel VBA

- Implemented Excel, VBA, and Power Query automations to save over 40 hours monthly.
- Enhanced audit traceability and data integrity with structured data models.
- Created dashboards highlighting operational exceptions, backlog trends, and capacity risks.
- Provided technical support for supervisors and training staff in resolving system issues.

- Validated SAP HCM master data for retirement eligibility reviews and compliance timelines.
- Established SOP frameworks to ensure operational stability during transitions.

Shipping Specialist, Engine Parts Warehouse, Inc.

Jan 2018 - Jan 2021 (3y)

- Supported warehouse operations through inventory verification, order accuracy checks, and workflow improvements.
- Partnered with management to reduce returns and improve fulfillment accuracy.

Service Processor Assistant, Lincoln Financial Group

Jan 2017 - Jan 2017 (1m)

- Supported document digitization and system standardization across multiple acquired business units.
- Collaborated with customer-facing teams to reduce processing friction.

Education

Guilford Technical Community College (College Transfer)

Associate of Arts

Guilford Technical Community College (Advertising & Graphic Design)

Associate of Arts

DeVry University

May 2026 - Present (-1m)

Bachelor of Science, Technical Management