

Finn Majerus

Operations Professional

Portland · OR · US

finn.majerus@email.com | (503) 762-8841 | linkedin.com/in/finnmajerus

Summary

Detail-oriented and reliable operations professional with over 12 years of experience in customer service, logistics coordination, and team-based project support within retail and distribution environments. Adept at managing daily workflows, maintaining accurate records, and contributing to team efficiency in fast-paced settings. While not formally experienced in construction project management, Finn has developed transferable skills in task coordination, documentation, and client interaction. Currently pursuing foundational knowledge in construction estimating and project tracking through online coursework. Seeking to leverage strong organizational and communication abilities in a structured entry-level project management role, with a commitment to learning industry-specific systems and processes.

Experience

BestChoice Distribution Co.

Logistics Coordinator | 01 Jun 2019 – Present

Coordinate daily shipping and receiving schedules for regional warehouse operations, supporting 12+ delivery teams. Track delivery timelines and update internal logs for inventory accuracy, improving on-time dispatch rates by 15%. Serve as point of contact between dispatch supervisors and customer service team, clarifying delivery specifications and resolving discrepancies. Generate weekly performance summaries using Excel, including delivery counts, delay reasons, and cost per route. Assist in vendor onboarding by collecting insurance certificates and compliance documents from third-party carriers. Support internal audits by organizing shipment records and compliance paperwork. Collaborate with field leads to adjust schedules during weather disruptions or equipment issues.

- Reduced shipping documentation errors by 22% over 6 months by implementing a standardized checklist for team use.

EverGreen Retail Solutions

Associate Store Manager | 01 Mar 2014 – 01 May 2019

Oversaw daily operations of a mid-sized retail outlet, supervising a team of 10–15 staff across shifts. Managed cash handling procedures, end-of-day reporting, and inventory reconciliation. Participated in quarterly vendor meetings to review product availability, pricing, and supply chain delays. Trained new employees on point-of-sale (POS) systems, customer engagement, and operational procedures. Coordinated promotional setups and in-store displays in collaboration with marketing teams. Monitored stock levels and worked with suppliers to adjust orders based on sales trends.

- Improved inventory turnover rate by 18% through better alignment of ordering cycles with seasonal demand.

NorthWest Outdoor Supply

Customer Service & Order Fulfillment Specialist | 01 Aug 2011 – 01 Feb 2014

Handled customer inquiries via phone and email, supporting order processing and product information. Managed order tracking system, updating clients on shipment status and delivery timelines. Collaborated with warehouse staff to ensure accurate picking and packing based on client specifications. Documented customer feedback and common issues for internal quality improvement meetings. Assisted in processing return and exchange requests, maintaining detailed service records.

- Recognized as “Service Star” twice for highest customer satisfaction scores in 2012 and 2013.

Education & Training

Bachelor of Arts, Business Administration

University of Oregon

– 01 May 2011

Self-Paced Modules, Construction Fundamentals

Online Continuing Education

01 Jan 2023 – Present

Skills

Project Coordination & Task Tracking, Client Communication & Relationship Building, Microsoft Excel & Word (Intermediate), Data Entry & Report Generation, Inventory Management & Receiving, Order Processing & Fulfillment, Budget Awareness & Cost Tracking (Basic), Team Collaboration & Support, Time Management & Deadline Adherence, Attention to Detail, Conflict Resolution, Customer Service Excellence, Problem Solving & Follow-Through, Meeting Participation & Note-Taking, Contract & Specification Review (Familiar), Subcontractor & Vendor Communication (Limited Exposure), Basic Construction Material Knowledge (Self-Studied), Quantity Takeoffs (Beginner Level), Safety Compliance Awareness (OSHA 10 In Progress), Change Order Concepts (Theoretical), Field Support Coordination, Scheduling Assistance, Client Billing & Invoicing (Retail Context), POS Systems & Order Management Software, Email & Calendar Management, Organizational Documentation, Multitasking in Dynamic Environments, Interpersonal Communication, Report Summarization, Pre-Job Planning Support

Certifications & Credentials

OSHA 10-Hour General Industry | 2024-08-01

Microsoft Office Specialist: Excel & Word | 2025-01-01

Awards

Service Star | 2012-01-01

NorthWest Outdoor Supply

Recognized as "Service Star" for highest customer satisfaction scores in 2012.

Service Star | 2013-01-01

NorthWest Outdoor Supply

Recognized as "Service Star" for highest customer satisfaction scores in 2013.

Projects

Regional Product Launch Logistics Coordination | – Present

Successfully coordinated logistics for a regional product launch, ensuring 100% on-time delivery across 14 retail locations.

Accomplishments

- Boosted dispatch accuracy at BestChoice Distribution by introducing a standardized verification checklist, reducing errors by 22%.
- Improved inventory turnover at EverGreen Retail by aligning order cycles with seasonal trends, contributing to an 18% increase in efficiency.
- Recognized twice as "Service Star" at NorthWest Outdoor Supply for consistently high customer satisfaction ratings.
- Successfully coordinated logistics for a regional product launch, ensuring 100% on-time delivery across 14 retail locations.

Interests

Outdoor Recreation | – Present

DIY Home Improvement Projects | – Present

Cycling | – Present

Community Volunteering | – Present

Vocational Workshops on Construction Basics | – Present

References

References available upon request.