

Ian Ellis

Postal Courier, Institutional Mail Operations

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STRENGTHS

-  **Accountable Records**
Maintained insured and registered mail logs through busy cycles. Supervisors trusted records when transaction history needed quick confirmation.
-  **Team Coordination**
Directed three mailroom employees across competing priorities. Clear assignments kept routes, outgoing preparation, and correspondence moving together.
-  **Equipment Readiness**
Checked meters, scales, supplies, and service needs before daily use. Small checks prevented avoidable delays during mail cycles.
-  **Sensitive Correspondence**
Handled legal and confidential mail through established procedures. Careful routing protected privacy and kept time sensitive items moving.
-  **Operational Accuracy**
Reconciled postage activity with billing records and summaries. That extra review helped finance receive cleaner documentation.

SKILLS

- Postal operations

Courier services
- Mail sorting

Registered mail
- Legal correspondence
- Postal meters

Postal scales
- Billing records
- Transaction reporting
- Filing systems

Office records
- Team work direction
- Equipment replenishment

SUMMARY

Postal and **courier operations** professional with four years of experience supporting high volume institutional mailrooms, secure correspondence workflows, and accountable recordkeeping. Coordinates receipt, sorting, routing, distribution, and preparation of incoming and **outgoing mail** across controlled access facilities. Maintains **insured and registered mail** logs, postage documentation, billing records, transaction reports, filing systems, and office records with consistent accuracy. Directs daily assignments for small mailroom teams, provides coverage for lead functions, and keeps time sensitive **legal correspondence** moving through established procedures. Operates postal meters and scales, coordinates replenishment and servicing, verifies equipment readiness, and reconciles monthly postage summaries. Practical experience with policy driven operations, financial documentation, chain of custody practices, and dependable service across internal departments.

EXPERIENCE

Postal Operations Coordinator

- Blue Ridge Institutional Services  October 2024 - Present  Spartanburg, SC
- Coordinates secure institutional mail operations serving administrative, residential, and support units. Directs three employees, maintains accountable mail records, reconciles postage documentation, and supports continuous service during equipment maintenance and lead coverage needs.
- Coordinated daily **receipt**, sorting, routing, and dispatch for controlled access **institutional mail operations**.
 - Directed three mailroom employees across delivery routes, outgoing preparation, and accountable correspondence assignments.
 - Maintained **insured and registered mail** logs with recipient, **routing**, postage, and disposition details.
 - Reconciled postage meter activity against **billing records** and monthly summaries before finance review.
 - Scheduled meter replenishment and maintenance service, preserving equipment readiness during operational interruptions.
 - Applied written procedures for confidential and legal correspondence, supporting timely **distribution** before daily closing.

Courier and Mail Services Associate

- Palmetto Courier Solutions  October 2022 - September 2024  Greenville, SC
- Supported scheduled courier routes and client mailroom operations through accurate delivery documentation, service preparation, filing, equipment checks, and transaction reporting. Cross trained across opening, closing, accountable mail, and coverage procedures for dependable daily execution.
- Completed scheduled **courier** routes for institutional clients with accurate pickup and delivery documentation.
 - Sorted letters, parcels, and registered pieces by destination and service level requirements.
 - Prepared outgoing mail using **postal meters** and **scales**, documenting postage charges for billing.
 - Maintained **filing systems** for manifests, insured receipts, meter reports, and service records.
 - Escalated damaged, misaddressed, or restricted items through documented client correction procedures.
 - Cross trained on mailroom opening, closing, equipment checks, supply controls, and **transaction reporting**.

PROJECTS

- Accountable Mail Records Improvement  2025

Mailroom procedures

Record maintenance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Postal Operations
Coordinator at Blue Ridge
Institutional Services (2 Years)

● Courier and Mail Services
Associate at Palmetto Courier
Solutions (1.9 Years)

Improved continuity for insured and registered mail by aligning recipient details, routing information, postage records, and disposition documentation within daily operational files.

Postage Equipment Continuity Program 📅 2024

Supported dependable outgoing mail service through equipment readiness checks, meter replenishment coordination, scale verification, and clear maintenance service records.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable coverage of lead mailroom functions during staff absences.
- Commended for accurate accountable mail logs and clear documentation supporting finance office review.
- Selected to cross train peers on opening, closing, equipment checks, and transaction reporting.

EDUCATION

Associate of Applied Science in Business Administration

Spartanburg Community College 🎓 GPA: 3.5 📅 2022 📍 Spartanburg, SC

Coursework: Office administration, business communication, accounting principles, records management

CERTIFICATIONS

- Workplace Safety and Security Awareness Certificate 📅 2025
- Employer Provided Basic Postal Operations Training 📅 2026

TECHNICAL SKILLS

- **Mail Processing:** Mail receipt, mail sorting, mail routing
- **Accountable Mail:** Insured mail, registered mail, chain of custody
- **Postal Equipment:** Postal meters, postal scales, meter servicing
- **Financial Records:** Billing documentation, postage records, transaction records
- **Office Records:** Filing systems, office records, correspondence records
- **Courier Delivery:** Courier routes, pickup records, delivery records
- **Correspondence Handling:** Legal correspondence, confidential mail, restricted items
- **Reporting Practices:** Monthly summaries, transaction reporting, discrepancy review
- **Mailroom Operations:** Opening procedures, closing procedures, supply controls
- **Policy Compliance:** Mail policies, postal regulations, operating procedures

PROFESSIONAL AFFILIATIONS

- Institutional Mail Operations Network, professional participant focused on accountable correspondence and service continuity.
- Courier Services Professional Community, participant sharing practical delivery documentation and records practices.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST