PORSHA RILEY

Greenville, SC | 864-466-5173 | rileyporsha@yahoo.com

PROFESSIONAL SUMMARY

Versatile and detail-oriented professional with experience in operations management, office administration, transportation and logistics, healthcare support, retail, and customer service. Skilled in coordinating workflows, maintaining accurate records, supporting teams, improving procedures, and communicating with customers, employees, and leadership. Known for adaptability, organization, problem-solving, and dependable service.

CORE SKILLS

Operations & Administrative Support • Customer Service & Client Relations • Scheduling & Coordination • Transportation & Logistics Support • Recordkeeping & Data Entry • Process Improvement & Procedures • Team Leadership & Training • Inventory & Order Handling • Microsoft Office & Excel • Google Workspace • QuickBooks • SAP • Workday • BambooHR • Deputy • Google Forms

PROFESSIONAL EXPERIENCE

Operations Manager | Expedited Trucking Company | March 2025–Present

- Coordinate day-to-day operations, scheduling, transportation logistics, and administrative workflows.
- Support and guide employees while promoting communication, accountability, and consistent task completion.
- Create and maintain procedures, inspection forms, logs, and reporting tools to improve organization and accuracy.
- Assist with compliance documentation, fleet records, vendor coordination, and customer service.
- Contribute to business setup and operational planning, including support for launching multiple businesses.

Office Manager | Expedited Trucking Company | March 2024–March 2025

- Managed administrative workflows, schedules, records, and business communications.
- Maintained spreadsheets, forms, and logs to support tracking, documentation, and daily operations.
- Coordinated information among employees, clients, and business contacts to help resolve questions and next steps.

Bowling Attendant / Server | Main Event Entertainment, Greenville, SC | February 2024–October 2024

- Provided attentive service to guests in bowling and dining areas and responded to customer needs.
- Balanced multiple service tasks in a fast-paced environment while supporting a positive guest experience.

Key Holder | Dollar General | July 2022–August 2023

- Supported store operations and customer service while maintaining an organized shopping environment.
- Assisted with opening and closing responsibilities, followed store procedures, and addressed customer questions.

Mental Health Technician | Carolina Center of Behavioral Health, Greer, SC | March 2022–March 2023

- Used empathy and professional communication when supporting individuals and collaborating with staff.
- Followed established protocols and documented relevant information with attention to safety and detail.

Retail Associate — Self-Checkout, Customer Service & Clothing Department / Cashier | Walmart | July 2021–July 2022

- Assisted customers at self-checkout, answered questions, and provided courteous support with routine concerns.
- Supported clothing department and cashier operations, maintained orderly areas, and handled transactions accurately.

Administrative Assistant | Riley's Residential Care Facility, Greenville, SC | January 2019–Present

- Support daily administrative tasks, organize records, and handle information with care and attention to detail.
- Communicate respectfully with staff, residents, and other contacts while helping daily operations run smoothly.
- Assist with office coordination, scheduling, recordkeeping, and general administrative support.

Retail Associate | IGA Floco Grocery Store, Greenville, SC | May 2013–July 2021

- Assisted customers, answered questions, and contributed to a helpful and welcoming service experience.
- Supported routine store operations while balancing accuracy, teamwork, and customer needs.

EDUCATION

Bachelor of Science in Business Management | Western Governors University | Currently Pursuing

Associate of Science in Management | Greenville Technical College | December 2023

CERTIFICATES & CERTIFICATIONS

Freight Brokerage Certificate (2026) • Human Resource Management Certificate • Small Business & Entrepreneurship Certificate • CPR / First Aid • Certified Mental Health Technician • Certified Pharmacy Technician