

JALYNN ERAZO

Logistics & Operations Coordinator | Shipment Tracking | Bilingual English/Spanish

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LOGISTICS PROFILE

Operations coordinator with 5+ years of experience coordinating time-sensitive shipment/supply tracking, inventory records, delivery documentation, Excel dashboards, and cross-functional operations across nonprofit, public-sector, and education settings. Experienced tracking food, clothing, mattress, bed, and donation/vendor deliveries; confirming receipt; maintaining audit-ready records; and improving slow purchase-order and intake workflows through Excel and low-cost web dashboards. MBA candidate with coursework in wholesale, retail, and B2B operations, ready to support international food distribution and export logistics.

CORE SKILLS

Shipment Coordination | Track-and-Trace | Delivery Confirmation | Inventory / Stock Level Tracking | Excel Dashboards & Reporting | Purchase Order Workflow Improvement | Audit-Ready Records & Compliance | Cross-Functional Coordination | Vendor / Partner Communication | B2B Operations | Bilingual English/Spanish | Microsoft 365 | Salesforce | Apricot | EmpowerDB | HMIS

PROFESSIONAL EXPERIENCE

Opening Doors, Inc. | Program Coordinator | 2024 - 2025

- Coordinated receipt, storage, and delivery of food, clothing, mattresses, beds, and household-good shipments/donations for a 24/7 Safe House; tracked delivery status, confirmed receipt, and resolved timing gaps with vendors and community partners.
- Led a \$1.2M HUD and Cal OES-funded department, supervising 10 staff and submitting 100% on-time grant and compliance reports with accurate supporting documentation.
- Built Excel dashboards and a client-ID intake tracking system that reduced processing time 40% and improved data accuracy for reporting and audits.
- Created web-based tools from Excel workflows to streamline purchase-order/status tracking and monthly summaries, improving visibility into items received, distributed, and pending.
- Coordinated across shelter operations, law enforcement, partner agencies, and internal leadership in a 5-agency coalition that increased survivor referrals 30%.

Sacramento City Teachers Association / St. Hope Public Schools | Benefits & Outreach Liaison / Spanish Department Lead | 2023 - 2024

- Tracked event materials, supplies, wristbands, prizes, and outreach assets; maintained inventory/status logs and coordinated distribution across school, union, and student-service teams.
- Analyzed benefits and service data for 2,500 educators, informing negotiations that expanded mental-health coverage 15%.
- Streamlined Excel reporting dashboards, reducing administrative preparation time for board presentations 25%.
- Designed outreach campaigns that secured trauma-informed student services for 40,000+ students and managed bilingual parent and stakeholder communications.
- Directed Spanish program operations, mentored 6 teachers, raised student proficiency scores 18%, and increased AP Spanish enrollment 25%.

Exponential Destiny | Student Advocacy Specialist | 2020 - 2023

- Managed caseload of immigrant youth and families, coordinating wraparound services, school resources, technology distribution, and follow-up documentation.
- Forged partnerships that delivered \$50K in technology resources and supported VR learning pilots across schools.
- Maintained outcome data and impact reports that supported program expansion to three additional schools.

EDUCATION

Master of Business Administration (MBA), Expected Jan. 2027 | University of the People | Online/asynchronous program
B.A. Sociology, Minor: Human Development | California State University, Sacramento | 2019 - 2023

TOOLS, LANGUAGES & CERTIFICATIONS

Microsoft 365, Excel, Salesforce, Apricot, EmpowerDB, HMIS, custom dashboard / low-code web app development | English/Spanish | CPR Certified, Mandated Reporter, CAS Certified