JULIAN MERCER

RECORDS COORDINATOR

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PROFESSIONAL SUMMARY

Records Coordinator with 6+ years managing document control, retention schedules, and electronic filing systems for professional services and corporate clients. Keeps records accurate, searchable, and audit-ready while reducing storage cost and retrieval time.

PROFESSIONAL EXPERIENCE

Records Coordinator Mar 2022 - Present
Deloitte, Chicago, IL

- Manage engagement records for about 400 active client files, applying retention rules and indexing documents in the document management system.
- Cleared a backlog of 6,000 legacy files by classifying and scheduling destruction, freeing roughly 30% of onsite storage space.
- Cut average retrieval time for requested records from two days to a few hours by standardizing naming and metadata.
- Prepared quarterly audit packs showing retention compliance, with internal reviews finding no missing records in two cycles.
- Trained 25 staff on filing standards and legal-hold procedures through short workshops and a one-page quick reference.
- Responded to internal records requests and legal-hold notices, confirming the right files were preserved within one business day.
- Reviewed new project folders weekly for naming and access errors, correcting about 50 misfiled documents each month.

Document Control Specialist Jun 2020 - Feb 2022
Iron Mountain, Boston, MA

- Processed incoming boxes and digital batches for corporate clients, keeping scanning accuracy above 99% after quality sampling.
- Logged chain-of-custody details for each transfer, giving clients traceable records for regulators and auditors.
- Handled client retrieval and secure destruction requests, meeting same-day service targets on most standard orders.
- Suggested a barcode check at intake that reduced mislabeled items by about 40% within six months.
- Audited a sample of 500 stored cartons each quarter against the inventory database, correcting location errors before clients noticed.
- Trained five new document handlers on scanning standards and custody forms, reducing intake rework by about a quarter.
- Reviewed retention schedules with client legal teams twice a year, updating destruction dates for about 1,500 cartons.

CORE SKILLS

Document control | Records retention | Electronic records management | Indexing and metadata | Legal holds | HIPAA compliance | SharePoint | OpenText | Scanning and imaging | Audit preparation | Chain of custody | Policy training | Microsoft Excel | Attention to detail

EDUCATION

B.A. in Business Administration, Northeastern University, Boston, MA

CERTIFICATIONS

Certified Records Manager (CRM) Candidate, ICRM | Certified Administrative Professional (CAP)