

CODE A-1

Customer Service professional with extensive experience in all aspects of B2B and B2C interface. Highly regarded for sales support, operations improvement and proactive communications that have helped retain customers in declining, highly competitive markets.

FUNCTIONAL SKILLS:

- Problem Resolution
- Sales Support
- Manufacturer and Distributor Relations
- Inventory Management
- Cash Reconciliation
- Purchasing

COMPUTER SKILLS: Array database, MS Word and Excel

RELATED EXPERIENCE:

Wolfers Lighting Waltham, MA 1998-2008
Customer Service Specialist/Expediter

Responsible for tracking and expediting customer orders, fielding customer challenges, following up to confirm customer satisfaction and reconciling cash sales records daily.

- Recommended that all requests for purchase orders be given directly to Customer Service to streamline the process. Implementation greatly improved follow-ups on Purchase orders and eliminated breakdowns in communications with customers.
- Initiated purchase orders for clients and maintained a 98% accuracy rate, considerably higher than the company average.
- Kept sales staff and customers apprised of delays in shipments by validating projected vendor ship dates two weeks in advance. This virtually eliminated customer complaints due to late orders.
- Earned top reputation among the sales staff as Customer Service Specialist trusted to best manage complex and time sensitive orders
- Enforced all policies and procedures to ensure excellent customer service
- Helped retain existing customer base in a time of a declining economy. For example, enabled a building contractor to avoid a 6 month delay gaining an occupancy permit by working around an overseas manufacturer's 6 month delivery schedule. The customer remained loyal to Wolfers.

Somerville Lumber Salem, MA

1990-1998

Department Manager

Managed 5 person department during a period of continuous growth, up to 30% per year.

- Coordinated with vendors and manufacturers
- Trained over 100 members of sales staff on product knowledge
- Analyzed operating reports and made recommendations for improvement
 - Recommended and implemented a series of Do-It-Yourself seminars focusing on two or more departments and showing customers how to accomplish a project from start to finish. Conducted one to two seminars per month. As a result, both total sales and repeat business increased by about 20%
 - Recommended that sales associates in adjacent departments be cross-trained. This guaranteed coverage on the sales floor despite absences or vacations.
- Reduced stock outs to less than 3% on items key to most customer projects by
 - researching, identifying and qualifying backup suppliers
 - instituting more frequent cycle counts.
- Maintained inventory levels of more than 2000 SKUs (total value ranged from \$150,000 to \$300,000). Improved inventory accuracy and improved turns by moving 97% of inventory to store floor, improving cycle counts and disposing of damaged or discontinued goods weekly.

Bradlee's Department Store Woburn, MA

1987-1990

Department Manager

- Led a 6-person team of associates in meeting sales and profit goals
- Processed recalled, damaged, outdated, and transferred merchandise
- Prepared store for physical inventory by ensuring merchandise on the sales floor and in the stock room was in order and easy to access
- Analyzed business reports to measure performance against goals

EDUCATION:

Master of Education

Salem State College, Salem, Massachusetts

Bachelor of Science

Worcester State College, Worcester, Massachusetts

Major: Education