

INTERVIEW CONNECTIONS

2711 Hampton Rd
Cleveland, OH 44116

Phone: 440.826.0101
Email: resume@interviewconnections.com

SUMMARY OF QUALIFICATIONS CUSTOMER SERVICE MANAGEMENT, RELATIONSHIP BUILDING, REVENUE OPTIMIZATION

Highly motivated, results-driven **Customer Relations Professional** with proven accomplishments driving sales growth. Skilled at evaluating options and generating solutions. Excellent common sense, judgment, and decision-making abilities. Proven leadership and organizational abilities. Self-starter, who applies individual initiative to get the job done. Able to coordinate several tasks simultaneously. Enjoy working as a team member as well as independently. Transferable core competencies and skill sets. Do it right the first time mentality.

PROFESSIONAL CAREER OVERVIEW

INTERVIEW CONNECTIONS – BEDFORD, OH

Customer Service Representative, 04/2002 – Present

Provide quality customer service to vendors and outside sales representatives by exceeding departmental expectations. Daily activities include: order entry, setting up new accounts, checking inventory, verifying account balances, problem solving, and trouble-shooting. Process orders via the phone, fax, email, web interface and EDI. Helped implement J.I.T program.

Key Accomplishments

- *Promoted to provide inventory management to key accounts such as Ford, Chrysler, Joann Stores, Applied Industrial Technologies, and Delphi*
 - *Developed own system to keep inventory costs down and turns acceptable*
 - *Saved \$100k in inventory costs to Joann Stores in the first year*
- *Wrote ISO/QS9000 Procedures and Work Instructions*
- *Wrote Instruction Manual for online ordering and provided initial training to department*

INTERVIEW CONNECTIONS – BEACHWOOD, OH

Customer Assistance Account Manager, 09/2001 – 04/2002

Called on delinquent accounts and provided payment options and programs to assist in bringing accounts current. Developed creative programs to encourage customers to pay bills sooner than later. Required to make 600 outbound collection calls on a monthly basis.

Key Accomplishments

- *Set monthly collection records in December 2001 and February 2002 for collecting delinquent money*
- *Continuously met and exceeded departmental metrics*

INTERVIEW CONNECTIONS – CLEVELAND, OH

05/1998 – 05/2001

Senior Sales Service Representative, 01/2000 – 05/2001

Fielded 40-55 calls daily in a call center environment assisting sales representatives and customers. Required to perform flawlessly within the SAP R/3 operating system in the areas of order entry, setting up new accounts, checking inventory and account balances, problem solving, and performing credit and re-bills. Interacted with key members of various departments throughout the organization to ensure customer satisfaction and quality.

Key Accomplishments

- *Sold company products to walk-in customers, both established and new*
- *Performed and improved on-the-job training for new associates*

INTERVIEW CONNECTIONS – CLEVELAND, OH

Sales Service Representative, 01/2000 – 05/2001

Fielded 40-55 calls daily in a call center environment assisting sales representatives and customers in ordering products and answering product questions. Worked with logistics, materials, and traffic to ensure accurate order processing.

Key Accomplishments

- *Promoted to Senior Sales Service Representative*
 - *Viewed by management as departmental leader*
-

EDUCATION

Received B.A. in Communications from John Carroll University
-Member of the Deans list
-Graduated with a 3.2 G.P.A.

COMPUTER SKILLS

Proficient in Microsoft applications, Word, Excel, Access, Microsoft Works, SAP R/3, Lotus Notes, Internet Explorer