

# Jessica Claire

📍 Montgomery Street, San Francisco, CA 94105    📞 (555) 432-1000    ✉️ resumesample@example.com

## PROFESSIONAL SUMMARY

A polished and dedicated Order Management/Customer Service champion who can be counted on to step up to any challenge and exceed expectations through hard work and creative problem solving.

## SKILLS

- Supervised a team of 8 at Clarks Canada.
- Acting manager for 6 months after manager's departure from Icynene Inc.
- Given responsibility of Key/Major accounts such as Wal-Mart, SAM's Club, Amazon and Canadian Tire/Marks.
- Proficient with Microsoft Office Software (including Microsoft Word, Excel, and Outlook.
- Experience with SAP, Citrix/Great Plains, LX/BPICS, Cognos Analytics, MS D365, Salesforce 12 & 13 MS Dynamics, CRM and Maximizer Enterprise.
- EDI processing.
- Responsible for delivering monthly training to Icynene Inc. Dealers.
- Awarded company "Unsung Hero" by colleagues at Icynene Inc. and Clarks Canada.

## WORK HISTORY

**ORDER MANAGEMENT SPECIALIST** 03/2021 to CURRENT

**Carlisle Companies Inc. | Oh, OH**

- Manage sales orders for Wal-Mart Canada and Costco Canada, in a timely & accurate manner adhering to MABD/RAD compliance and performing due diligence on incoming orders to ensure all data points are valid (Price, UOM, MOQ's, etc.).
- Clear sales orders that are in the EDI Error log in LX/BPICS.
- Run and customize Cognos Analytics Reports.
- Work closely with other teams including Sales, Credit, and Planners.
- Communicate with carriers on shipment and appointment status.
- Recommend opportunities for improvements in effort to proactively manage and mitigate charges.
- Conduct root cause analysis to drive EFO (Error Free Order) for assigned customer portfolio.
- Report out to appropriate stakeholders on progress towards month end targets and enforcing Clorox Policies and Procedures in effort to drive operational efficiency and increase EFO (Error Free Order) Metrics.
- Actively update and maintain customer profiles Partner with internal/external stakeholders to drive improvements to OTC (Order to Cash) processes.
- Send customers daily shortages reports.
- Send emails to communicate order status and informed customers any shipping delays.

**SFCUSTOMER ACCOUNT ASSOCIATE** 12/2018 to 03/2021

**The Luxottica Group | Littleton, CO**

- Manage sales orders and perform daily Customer Service activities in Citrix/Great Plains and Microsoft D365 for Wal-Mart Canada, Wal-Mart USA, Sam's Club USA and Sam's Club Mexico.
- Work closely with other teams including Demand Planning, Marketing, QA and Sales
- Monitor fulfillment rates (OTIF and Fillrate).
- Update Wal-Mart GEC Portal with MABD changes, Line Cancellations and Discontinued SKU's.
- Attend meetings with Account Managers to ensure product delivery was on track and provide updates on any discrepancies or delays.
- EDI Order Releasing & Monitoring.
- Act as a liaison to assist sales staff with delivery dates, quantities, prices, questions and/or issues with customers.
- Working with customers and broker to arrange shipping times, delivery times and product fulfillment.
- RMA audit and entry.
- Provide Reporting to Sales Representatives & Management.

**CUSTOMER SERVICE SUPERVISOR** 08/2015 to 12/2018

**Wolters Kluwer | Columbus, OH**

- Responsible for day-to-day direction, coaching and support to all Customer Service Representatives.
- Monitor, evaluate and develop team and individual performance through available tools, metrics and ongoing coaching.
- Reinforce mindset, skills and confidence introduced through training programs.
- Administer evaluations and provide consistent feedback.
- Oversee order pool in SAP and daily management of customer expectations to ensure on-time deliveries.
- Provide tools to ensure knowledge of order fulfillment process from goods receipt to delivery, on-time and in full to the customer.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Ensure on-going account cross training within the Customer Service department.
- Handle all escalated Customer and Sales Representative calls/emails.
- Adhere to all and enforce all wholesale operations guiding principles and ensure staff is knowledgeable and understanding of these policies.
- Ensure team understands, maintains and adheres to customers' vendor compliance criteria.
- Create SOP's and maintain customer profiles, training binders/materials for new employees.
- Promote timely resolution of purchase order changes, pricing changes, allowance forms, email and all other inquiries.
- Collaborate with Demand Fulfillment and Logistics Center to maximize shipments and flow goods while maximizing capacity.
- Generate/maintain promo codes, sales discounts and allowances.
- Collaborate with Customer Operations to create processes and procedures that support minimal chargeback exposure and maximize awareness throughout the organization.
- Awarded company "Unsung Hero" for 2 consecutive years.

**CUSTOMER SERVICE LEAD** 02/2007 to 07/2015

**Icynene Inc | City, STATE**

- Handled day-to-day customer contact via phones, faxes and emails.
- Provided primary customer support to internal and external customers.
- Lead Representative in responding to all Dealer and homeowner inquiries and complaints.
- Used Cirtix/Great Plains and Sales Force to keep and maintain records of customer interactions, customer accounts and file documents.
- Enter all orders accurately and in a timely manner (Icynene and partner program orders).
- Track daily inventory of all distribution warehouses for the Customer Service Department.
- Responsible for all Dealer returns.
- Trained new and existing Icynene Dealers monthly.
- Acting Team Manager for 6 months during search for new Customer Service Manager.
- Awarded company "Unsung Hero" in October 2010.

## EDUCATION

**High School** 1999  
**Phillip Pocock Secondary Catholic School, Mississauga, ON**

## CERTIFICATIONS

- Customer Service Certification Program (ICSA) – 2008
- Time Management (Certification Program)- 2008
- Train the Trainer Program (Certification Program) - 2009
- Effective One-on-One Meetings - 2017
- Time Management Workshop - 2017