

Jessica Claire

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

PROFESSIONAL SUMMARY	<p>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.</p>
SKILLS	<ul style="list-style-type: none">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	<p>ORDER MANAGEMENT SPECIALIST 03/2021 to CURRENT</p> <p>Carlisle Companies Inc. Oh, OH</p> <ul style="list-style-type: none">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. <p>CUSTOMER ACCOUNT ASSOCIATE 12/2018 to 03/2021</p> <p>The Luxottica Group Littleton, CO</p> <ul style="list-style-type: none">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 SalesMonitor 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. <p>CUSTOMER SERVICE SUPERVISOR 08/2015 to 12/2018</p> <p>Wolters Kluwer Columbus, OH</p> <ul style="list-style-type: none">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. <p>CUSTOMER SERVICE LEAD 02/2007 to 07/2015</p> <p>Icynene Inc City, STATE</p> <ul style="list-style-type: none">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 Citrix/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. <p>EDUCATION 1999</p> <p>High School</p> <p>Phillip Pocock Secondary Catholic School, Mississauga, ON</p> <p>CERTIFICATIONS</p> <ul style="list-style-type: none">Customer Service Certification Program (ICSA) – 2008Time Management (Certification Program)- 2008Train the Trainer Program (Certification Program) - 2009Effective One-on-One Meetings - 2017Time Management Workshop - 2017