

Resourceful professional offering top notch customer service skills with proficiency and passion for exceeding goals. Results oriented, skilled in faced paced dynamic environments. Organized problem solver who is poised with interactions with individual at all levels.

## Skills

### Ecommerce Platforms

Advanced skills in selling on Amazon Vendor and Marketing Central including product setup, adding products to variations, keyword optimization and ranking your products.

### Software Savvy

Advanced Skills in QuickBooks, Salesforce, SharePoint, CRM (Oracle) and ERP/MRP, Mictosft Applications including Outlook, Word, Excel, Access, and PowerPoint advanced competency.

### Technical Support

Deliver highly complex technical information into terms and concepts that end users can readily grasp.

### Accurate Data Entry and Consistent Follow Up

Excellent documentation & communication skills and type 55 wpm. Consistent follow up with customers/vendors.

## Relevant Work Experience

### Triple T Trading

7/2019 - 4/2020

### Ecommerce Specialist

Marysville, WA

- Product launches, optimize new and existing Amazon Listings: Pictures, copy writing, keyword, title, bullet points, Data Analysis,
- A+, EBC, other backend details and product descriptions.
- Created seasonal content for company website and Amazon storefront.
- Research market competitiveness to optimize sales performance.
- Create a comprehensive email campaign that drives qualified visitors to client sites.
- Skilled strategist with a proven track record of structuring and implementing initiatives that yield cost reductions gained from improved process performance, maximizing profitability.

### Electric Mirror

6/2018 - 4/2019

### Project Coordinator

Everett, WA

- Accurately process customer transactions such as order entry, invoice payments and drawing approvals into the Epicor ERP system.
- Coordinating project delivery and details with internal departments to ensure timely customer product fulfillment by using Epicor and the SalesForce.com Checklist tool.
- Work closely with the Inside Sales & Customer Support to ensure customer satisfaction.
- Fast paced dynamic environment requiring the ability to multitask and switch tasks often with ease.

### ServiceMaster of Seattle

10/2017 - 05/2018

### AR Specialist

Woodinville, WA

- Prepare customer statements, bills and invoices, and reconcile expenses to the general ledger.
- Accurately updated internal tracking systems and analyzed payments.
- Completed account reconciliation and audits.
- Answered customer inquiries and Insurance adjusters within same business day.

### Express Cold Storage

1/2016 - 8/2016

### Logistics Coordinator

Seattle, WA

- Coordinate shipments from various domestic ports to our cold storage warehouses in a manner that minimizes delays and costs.
- Monitored inbound shipments, provide shipping information, required documentation, and ETA details to appropriate parties.
- Updated and tracked all inventory for customers as needed.
- Managed multiple accounts receivable including posting payments, reconciling credits/debits, and resolving any discrepancies.

### BD&A

6/2015 - 1/2016 - 6/2010 - 12/2011

### Program Coordinator & Client Service Associate

Woodinville, WA

- Create and update for promotional products accurate SEO descriptions for online store.
- Responsible for accurate reporting of current inventory and stock for two of the top clients.
- Monitor inventory levels and created VLOOKUP's in spreadsheets to ensure quick resolution of open orders.
- Work closely with Program Managers to pick ideal products for marketing efforts to ensure maximum profit prior to product launches.
- Sent out weekly email campaigns for marketing and promoting products. Tracked progress in Google Analytics and reported to Program Manager.
- Fast paced dynamic environment requiring the ability to multitask and switch tasks often with ease

### Computer Gear

11/2014 - 1/2015

### Customer Associate

Woodinville, WA

#### Telnes Broadband

5/2014 - 7/2014

#### Pape Material Handling

10/2013 - 2/2014

#### Nintendo of America

10/2012 - 12/2012

#### Active Network

2/2012 - 5/2012

#### Tommy Bahamas

4/2009 - 9/2009

#### FOX News - KCQP 13

8/2004 - 10/2006

#### Edmonds Community College

1998 - 2001

- Created and input customer orders into database Informed customers of prices, shipping date, delays, and handled complaints.
- Determine shipping methods, routes, or rates for materials to be shipped.
- Researched customers' questions/concerns, and following up with the customer.

#### Installation Project Coordinator

Everett, WA

- Processing internet data and voice orders.
- Responding to order inquiries from both customers, vendors and internally.
- Supporting and troubleshooting basic broadband connectivity issues during the installation process. Providing timely and thorough resolution of all issues, as well as documenting all actions. Customer billing and invoicing support.

#### Warranty Administrator

Arlington, WA

- Exceeding claim submission and payment goals set by CAT for two consecutive months.
- Proactively investigated all unpaid claims. Correcting or appealing them within strict time constraints. Interacted with external vendor representatives regarding current claims, while maintaining and providing all verifying criteria required to ensure payments.
- Responsible for reducing loss potential by over 20% by enforcing the ever changing policies and procedures of warranty.
- Strong team player, supporting all departmental objectives by contributing to the team.

#### Customer Support Representative

Redmond, WA

- Provided support to consumers on a variety of issues, including connectivity resolution. Identified, researched and resolved technical problems.
- Maintain records of daily data communication with customers, problems and remedial actions taken, and/or resolutions.

#### Client Application Specialist

Bothell, WA

- Handled incoming calls and email support requests from clients. Troubleshoot technical problems and answer general support questions for numerous products.
- Educated and explained features and functionality to clients via phone and email. Worked with customers and technical groups to resolve issues.
- Provide feedback to the development team on any issues. Log all communications and essential information into an database.

#### Import Coordinator

Seattle, WA

- Arranged all aspects of International shipments, prepared purchase orders, managed pricing information and released invoices when approved by manager.
- Responsible for maximizing space capacity and coordinating schedules with the warehouse.
- Communicated shipment status to customers via fax, phone and email.
- Demonstrated a high degree of service orientation to build strong and value adding relationships with clients and customers.

#### Segment Producer

Seattle, WA

- Produced all segments for Q13 FOX Morning News. Wrote scripts and picked appropriate video for on-air use.
- Established many contacts and talent connections for guest purposes. Researched and developed "usable" stories ideas.
- Organized all events/field productions. Producer IQ Weekly public affairs show on Friday's at 10:30.
- Assisted News Director with daily coordination of newsroom activities.
- Published monthly newsletter for internal use. Selected and updated website with the latest news.
- Helped prepared payroll for over 100 employees. Additional Work Experience

## Education

#### AA Business Administration (1998)

Certified Web Designer (2001)