

# Stephanie A. Torres

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## PROFILE:

Customer-focused for internal and external customers along with excellent interpersonal communication skills and incorporates change and planning decisions. Always willing to spend extra time to arrive at optimal solutions. Managing projects and training departments has allowed me to have the pleasure of challenging myself and using all my skills for a smoother cohesive work environment.

## OBJECTIVE:

To further my professional career and obtain a challenging roll in identifying areas for improvement by analyzing current work methodology by problem solving with my current knowledge and background. Always willing to work with other departments to reach a common goal and have resolution. Along with supporting the team with challenges, workload and time management, providing a healthy work culture.

## SKILLS:

- Proficient in Excel
- Proficient in Word
- Proficient in Outlook
- Proficient in Power Point
- Proficient in Access
- E3 Data Knowledge
- 10-Key Proficiency, Data Entry
- Typing 56-wpm
- Transcribe Meeting Minutes
- Customer Service
- Spreadsheets
- Cash Handling
- Design Forms
- Vendor Contacts
- Accounting
- Collections
- Process Improvement
- Data Analyses
- Troubleshooting
- Multi-Line Phones
- Sales
- Payroll
- Project Manage
- Order Entry
- Supply Chain Management
- Audit Analyst
- Inventory Scheduling
- Proficient in MS Office Professional

## Volunteer work:

- Loveland Church, CA
- ECEAP
- Cascade High
- Glacier Peak High
- Bad Draw Wrestling Club

## Education:

- High School Diploma

**\*\*** WGU (Western Governors University) Currently working towards BA in Business Health Care

## EXPERIENCE:

### **Panasonic Avionics Corp** (Volt Services 8/11 –6/12) - (QC Depart Coord/Cust Account Rep) **8/11 – 4/20:**

- Receive, review & process customer purchase orders via manual entry into PAC ERP system, EDI transmissions, and/or customer-owned systems/supplier portals including SAP.
- Procure & handle AOG (Aircraft On Ground) customer purchase orders and track to delivery.
- Advance knowledge of supply chain to work with Bill of Materials, Schedules, Communicate, distribute reports & trend analysis for order & delivery status to internal/external customers as required.
- Maintain all relative order transaction data in PAC's system of record per SOX and internal compliance requirements.
- Provide technical support via hardware, software and network.
- Analyze supplier and business processes and procedures to identify improvement opportunities
- Ensure that all FAA/Conformity requirements are adhered to, pursuant to customer and Quality requirements.
- Collaborate with the company to create and improve workflow processes and troubleshoot to resolve root causes.
- Actively monitor and analyze supply / demand schedules to ensure company sales commitments are supported, as well as maintain a sustained scheduling accuracy of 95% or greater.
- Troubleshoot & resolve all backorder and backlog orders to closure to ensure order fulfillment within OTD (On Time Delivery) established tolerances.
- Audit and analyze all orders while determining when holds can be released.

### **Puglia Engineering** (Express Personnel) - (Admin / Document Control) **6/11 - 8/11:**

- Maintaining MS Outlook calendars for managers.
- Make business travel arrangements and generating expense reports.
- Create and maintain spreadsheets, presentations and documents.
- Work under limited supervision.
- Collect and compile data to provide accurate status for traveler review and signature.

### **Premiera Blue Cross** (Volt Services) - (Enrollment Analyst) **12/10 - 6/11:**

- Create, edit and maintain electronic and written communication.
- Obtain web or paper applications.
- Reviewed all information and confirmed accuracy and determine eligibility.
- Approved, sent back and denied as applicable having to send out notification by letter.
- Work under limited supervision.

### **Eagle Home Mortgage** (Express Personnel) - (Receptionist/Process Entry) **11/09 - 11/10:**

- Coordinates/administers all phases of service agreement quoting.
- Produce a high level of quality, productivity, or service based on criteria established.
- Answered multiple phone lines and greeted clients and guest when they arrive in the office.
- Entered new loans into E3 (company system data base) given by the Loan Officers.
- Order and maintain office supplies and appearance.
- Responsible for project management as delegated by staff.

### **Masco Contractor Services** - (Customer Service/Inside Sales/Office Administrator) **1/08 - 2/09:**

- Prepare reports, presentations and flow charts.
- Process incoming and outgoing communication and correspondence to ensure proper and accurate information for company supply chain.
- Created contracts and pricing for customers.
- Created and maintained confidential spreadsheets for the District Manager.
- Prioritize and schedule management time and availability.
- Track and maintain designated conference room schedules for availability and efficient use of resources.
- Project management facilitator and meeting minutes transcriber.

### **Milgard Windows** (Express Personnel 07/06 – 9/06) - (Inside Sales/Customer Service) **7/06 - 1/08:**

- Coordinate and process domestic and international travel arrangements, generate expense reports and assist in reconciling corporate credit card changes to ensure timely and accurate reimbursement, and verify payments to corporate credit cards.
- Created quotes for pricing.
- Intricate problem solving.
- Data entered orders for the customers and created diagrams to specify accurate configurations for windows supply Chain.
- Create ordering forms to avoid ambiguity and increase interoffice vendor efficiency