

Diana Deering

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Professional Summary

OBJECTIVE: I am a hardworking individual that is looking to obtain a position that will enable me to use my strong organizational skills, educational background and ability to work well with people in an office/call center environment.

Work Experience

Customer Service Supervisor

Canon Solutions America-Burlington, NJ

August 2022 to September 2024

- Oversee a team of 30 Customer Service Representatives
- Responsible for call monitoring representatives to ensure they are following Ulysses guidelines. This involves listening to calls with customers, scoring the calls on a level grading system for their level of job title, etc.
- Holding monthly statistic meetings with representatives to go over all individual call statistics and coaching representatives on how to improve where improvement is needed.
- Handle all escalated customer calls for various reasons.
- Keep track of all time off requests, shift schedules, and submitting payroll
- Monitor all supply orders that are placed via phone, email, or automated system.
- Monitoring supply orders for any discrepancies and reaching out to customers (business to business) with any concerns or questions.
- Monitor all job duties for customer service representatives to ensure they are being handled properly and are being addressed by the representative and/or additional departments in a timely manner.
- Interviewing, hiring, and training of new employees for the department as well as disciplinary action if needed including termination and developing performance plans.
- Contacting warehouses to check on shipment statuses to expediting shipments, coordinate local pickups, or courier deliveries.
- Working closely with Sales Reps in order to ensure new customers were set up properly and had all supplies needed in a timely manner.

Multi-Branch Manager

True Blue, Inc\Labor Ready-Bristol, PA

September 2012 to August 2022

- Responsible for inside/outside branch sales
- Managed 3 branches simultaneously (Bristol, Lakewood, and Trenton)
- Increased sales Year over year by 25% or more
- Increased branch NOI by 35% or more each year
- Manage a team of 10+ Staffing Specialists
- Sales Manager - responsible for obtaining new clients and closing deals with new customers

- Run and analyze spreadsheets and reports on past sales to increase sales by developing new sales strategies
- Responsible for acquiring new customers and all quoting of customers either by Gross Margin or Mark Up rates
- Recruiting individuals searching for work to fit their skill set
- Dispatch workers to specific work sites which they are assigned each day
- Nurture current customers and decipher where we can be of more help in other departments
- Creating invoices, correcting invoices, and collecting overdue payments invoices.
- AR and AP responsibilities for 20+ customers in various fields including processing invoice payments
- Site Visits to customers to check on site safety requirements on Construction

OSHA

Sites, Office environments, Sanitary positions (Trash Truck helpers), warehouse workers, etc

- OSHA 10 Certified
- Closing all week ending numbers and invoicing over \$50K- \$112K per week
- Safety Capitan – responsible for all safety issues and all safety trainings for each position that we offered.
- Responsible for Workers Compensation claims. Reporting, investigation and submission along with the follow up creating any light duty positions that are needed should an injury occur.
- Investigation reports when an injury occurs – follow up with customer and medical representatives. Scheduling appointments for follow-ups and light duty offers.
- Various clerical duties: phones, filing, emailing, spreadsheets, schedules for customer service representatives in office.

Skills

- Financial Report Writing
- Event Planning
- Forecasting
- Office Management
- QuickBooks
- Accounts Payable
- Sales Management
- Workers' Compensation
- Management
- Recruiting
- Payroll
- Account Management
- Interviewing
- Budgeting
- Bookkeeping
- General Ledger Accounting
- Accounts Receivable
- Statistics
- Office Administration
- Operations Management

- Human Resources

Certifications and Licenses

OSHA 10