

# CLAUDIA DUECK

#409 – 1761 Sheppard Ave E  
Toronto, ON M2J 0A5

Email: Claudia.Dueck@outlook.com T: 647-784-6904  
LinkedIn: <https://ca.linkedin.com/in/claudia-dueck-23352286>

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## Summary:

An efficient and highly motivated former dispatcher extensive and varied experience covering all aspects of Service Administration, Business Analysis, Product & Inventory Management, Logistics, and performing cross-functional general administration duties. Throughout my entire career, I have accepted increasing levels of responsibility and for the last 5-years, have administered various functions within a major food service equipment servicer. My job duties included: branch communications, generating the client service schedules, maintaining supplies of both finished products and raw materials, expediting and workload assignment. Over my term of employment with Hobart Canada, I have performed almost every role within the company's operations myself, and understand the importance of accurate inter-company communication, documentation, and being consistent. I have a calm and effective manner when dealing with difficult matters, am highly trustworthy and dependable with an excellent performance record.

## Key Strengths:

- Excellent interpersonal people skills and strong performance focus.
- Detail oriented and consistently accurate.
- Excellent service dispatching, data entry and analytical skills.
- Experienced working with both remote and in-person teams.
- Performs well in situations that require decisive actions.
- Able to meet objectives within allocated deadlines.
- Methodical and professional attitude towards my work.
- Able to multi-task complex problems with ease.
- Team player. Works well with both fellow employees and supervisors
- Decisive. Able to work well under pressure and to think on my feet
- Analytical, creative and driven to improve processes to reduce costs and increase efficiency.
- A wide range of transferable skills
- Computer literate: ERP system, MS-Office and most popular commercial software applications.

## Core Competencies:

- |                          |                       |                            |
|--------------------------|-----------------------|----------------------------|
| • Operations Support     | • Expediting          | • Cross-Functional Trained |
| • Administrative Support | • Call Centre Support | • Fleet Management         |
| • Inventory Management   | • Training / Coaching | • ISO9000/TQM Compliance   |

## HOBART FOOD EQUIPMENT CANADA, Toronto ON

2003 – 2019

*Hobart is a worldwide Food equipment manufacturer and is a wholly owned subsidiary of ITW Canada. Hobart supplies equipment to the food service and food retail industries. Held progressive more senior roles of responsibility during my period of employment with Hobart.*

### Service Operations Coordinator/Business Analyst (03/2014 – 07/2019)

- Responsible for operational policies & procedures in both dispatch and data entry
- Provided technical support, training to dispatchers across the country.
- Roll-out and ongoing update of internal dispatch workflow and customer specific procedures.
- Fleet management, administrative support.
- Developed and reported technician KPIs to national and field management.

- Problem resolution and technical support with both national and branch operations.
- Had oversight of effective field delivery of the Proactive Safe Practices program.
- Refreshed / updated the specification and source of supply for required technician PPE.
- Developed SharePoint structure and access permissions from a customer viewpoint.

**Parts Supervisor (10/2013 – 03/2014)**

- Supervised, motivated and trained staff in warehouse and parts department
- Inventory maintenance.

**Dispatcher / Parts Clerk & Administrative Support (01/2003 – 10/2013)**

- Rolled out and trained fellow employees on new ERP system
- Assigned and scheduled technicians based on work load, experience and priority.
- Dispatched fifteen to thirty technicians across Western Canada
- Trained and mentored new dispatchers on proper policies and procedures.
- Data entry and summarization of work orders.
- Performed accounts receivable and administrative support.
- Telephone, fax, in person and email customer and technician part orders.

**RONA, Edmonton AB**

**Part-Time Salesperson**

**2005 – 2012**

*Retailer of home improvement and construction products and services. Sales and customer inquiries, help customers with their projects.*

- Greeted customers warmly and ensure a good customer experience.
- Assessed customer needs and provided expert advice on seasonal department products.
- Presented and demonstrated the product highlighting its positive features and suggested complementary products.
- Support the marketing of products in its department such as: display of merchandise, visual presentation and labelling
- Developed a basic knowledge of all the departments in the store.
- Ensured and participated in the maintenance of the department.

**OLIVE GARDEN, DENNY'S, HUMPTY'S, Edmonton AB**

**Server / Culinary Assistant / Line Cook**

**1997 – 2003**

**AB COMPUTER SYSTEMS / PROFITMASTER CANADA, Grand Prairie AB / Winnipeg MB**

**Systems Analyst / Customer Support Analyst**

**1993 – 1996**

**Education:**

**Caronport High School, Caronport SK**

Grade XII – Diploma

**Specialized Training:**

ISO 9001  
MS Excel  
ERP Systems  
Vendor Sourcing / Negotiations  
Customer Service  
Service Dispatching  
Call Centre Support

Shipping / Receiving  
Accounts Receivable / Collections  
Training / Mentoring  
Documentation  
Continuous Improvement  
Health & Safety  
Program / Change Integration

*References provided upon request*