Suzanne Bergamin

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**Professional Summary**

Very capable of successfully undertaking an autonomous role which requires initiative, self-discipline and self-motivation and responds positively to pressure with imagination and patience, combined with a good sense of humor. I possess a proactive approach to people and business along with the flexibility to adapt to circumstances, thus creating an enthusiastic and supportive working environment. I have excellent inter-personal, communication and listening skills along with strong computer skills.

**Work History**

**Sales Coordinator / Administrative Secretary** 12/2015 to Current

**Roxon Medi-Tech**

* Confer with customers by telephone to provide information about products or services, take orders.
* Respond to customer and supplier inquiries about order status, changes, or cancellations.
* Review requisition orders in order to verify accuracy, terminology, and specifications.
* Prepare purchase orders and send copies to suppliers and to departments originating requests.
* Compare suppliers' bills with bids and purchase orders in order to verify accuracy.
* Track the status of requisitions, contracts, and orders.
* Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Prepare, maintain, and review purchasing files, reports and price lists.
* Determine if inventory quantities are sufficient for needs, ordering more materials when necessary.
* Calculate costs of orders, and charge or forward invoices to appropriate accounts.
* Manage all consignment equipment inventory of our sales representatives, clients and conventions.
* Prepare monthly sales reports.
* Schedule and reserve rooms for meetings conferences
* Book flights, car rentals and hotel rooms for CEO, VP of sales, sales staff and out of town guests.

**Customer Service representative / Service Coordinator** 05/2011 to 12/2015

**Roxon Medi-Tech**

* Promptly process customer requests, orders and inquiries via the telephone.
* Prepare and send estimate cost for repair of medical equipment.
* Coordinate in house and supplier repairs insuring medical unit is repaired and returned to customer promptly.
* Schedule technician's on-site maintenance and service repairs, coordinate travel and accommodations for out of town services.
* Process service reports, purchase orders, commercial invoices for both Montreal and Toronto offices.
* Establish new service contracts, preventative maintenance contracts and process the renewal of existing contracts.
* Process inter-warehouse transfers.
* Inventory control.
* Responsible for the refrigeration division.
* Hiring sub-contracted HVAC technicians and dispatching service repairs.
* Process reports and payment to sub-contractor and invoicing clients.

**Customer Service / Service Coordinator** 11/2000 to 03/2008

**Patterson Dental**

* Confer with customers by telephone to provide information about products or services, take and enter orders.
* Establish new service contracts and promptly process the renewal of existing contracts.
* Handling customer and sales representatives inquiries regarding service contracts and Patterson plus programs.
* Keep updated contacts with existing customers with the purpose of increasing profitability by communicating new services or products.
* Lowering the cancellation level of customers by using value added retention techniques.
* Assisting the service manager in successfully completing his targeted mandates.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Determine charges for services requested, collect deposits or payments, or arrange for billing.
* Solicit sales of new or additional services or products.

**Customer Service Representative** 08/1998 to 10/2000

**Shaw Paging / Roger AT&T**

* Dispatch technicians for service calls and emergency service calls.
* Promptly process customer requests, orders and inquiries via telephone or in person.
* Keep updated contacts with existing customers with the purpose of increasing profitability by communicating new services or products.
* Lowering the cancellation level of customers by using value added retention techniques.
* Assisting the service manager in successfully completing his targeted mandates.

**Administrative Secretary / Dental Assistant**  04/1994 to 08/1997

**Stéphane Goulet Dental Clinic**

Administrative Secretary / Dental Assistant 09/1992 to 04/1994

Gamfei Management

Education

[Marketing and Business Courses](https://www.myperfectresume.com/rwz/build/school-education.aspx?docid=102516015&pid=594144439&action=edit) - certificate program, 1991

McGill University - Montreal

Photography, 1990

Dawson College - Montreal

Languages : Spoken: English, French and Italian Written: English and French

Skills

Operating System Office

ERP System

Microsoft Office

Accomplishments

Implemented a service call dispatching system. Sourcing a main sub-contractor for central dispatching of service calls throughout Canada for our refrigeration division. Assuring our customer quick and reliable HVAC technical support anywhere in Canada.

References: available upon request.