

ARIEL HUYNH

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Kirkland, WA 98034

EDUCATION

Washington State University

Major- Biology

August 2012-May 2016

Auburn Riverside High School

High School Diploma

September 2008-June 2012

EXPERIENCE

Spacelabs Healthcare, Snoqualmie, WA

April 2017-Present

Service Materials Planner

- Create inventory forecast and set safety stock levels for ESC and refurbished inventory through working with suppliers to fulfill buying and planning requirements for all service parts.
- Determine quantity of material to be purchased based on cost and inventory targets in accordance with inventory model, and developed relevant metrics/reports for tracking and communication regarding parts inventory and availability.
- Partner with the buyers to ensure last time buys are adequate to meet service needs through end of service life
- Coordinate and implement best practices in inventory controls for Equipment Service Center (ESC) and refurbished inventory.

Equipment Service Center Administrator

- Communicate with customers concerning their equipment being sent in for repairs such as providing service reports, tracking numbers, and ETA of when units would be shipped back repaired.
- Run daily reports of all units in for repair, and communicate with the Service Materials Planner in regards to backordered parts
- Work with other departments in regards to expediting repairs due to unforeseen circumstances.
- The point of contact with OEM vendors in getting RMA numbers and when repaired units are returned back to the customers.

Customer Support Representative

- Process and maintain orders for customers and field service engineers by confirming the appropriate product part numbers, ensuring conformance to company terms and conditions, and assigning the appropriate financial coding.
- Provide answers to customer inquiries, i.e., order status, expected ship date, proof-of-delivery, part number, pricing, shipping information, customer account information, etc.
- Understand current Spacelabs product offerings and competitive product offerings. Understand basic clinical applications, functions, features and benefits with the ability to communicate them to customers.
- Ensure that customers' questions and problems are resolved properly and quickly.
- Identify and escalate priority issues.

Lincoln Pharmacy, Tacoma, WA

July 2016-January 2017

Pharmacy Assistant (DME Department)

- Fill and set up deliveries for durable medical equipment and incontinent supplies.
- Helped customers set up the equipment and showed them how to use it.
- Used HCPC codes and fee schedules to correctly bill state insurance.
- Answer any questions regarding medical equipment, and put in orders for new supplies.

ABILITIES AND TALENTS

- Possesses computer skills; Microsoft Office Suite
- Leadership skills; exhibits good judgment
- Good communication skills and gets along with others
- Responsible; good management skills
- Able to adapt to surroundings and learn new skills efficiently
- Strong follow-through, proactive planner, can-do attitude, results oriented.