

Summary of Qualifications

- Issued return authorizations and processed credits and rebills to resolve shipping discrepancies and invoicing errors.
- Scheduled regular staff training to enhance product knowledge, improving customer service.
- Developed a customized order entry process to meet customers' specific ordering needs, improving accuracy, on-time delivery, and customer satisfaction.
- Designed comprehensive filing system, reliably filed and retrieved confidential records.
- Oversaw transition to new productivity tool that significantly increased accuracy of schedules and reduced errors.
- Plan, direct, supervise, and evaluate workflow processes, ensuring highest levels of customer service, accuracy, and time compliance.
- Researched and created vendor records to insure compliance.
- Streamlined business processes within the office, which significantly increased operational efficiency levels.
- Reputed as a competent trouble-shooter; customers were prepared to wait in line for a considerable time confident that issues would be thoroughly investigated and resolved.

Relevant Experience

- Promptly answered telephone calls to reflect professional corporate image.
- Developed financial reports and presented results to management, which enabled management to make sound business decisions based on accurate financial position of the company.
- Independently researched, responded to and followed up on requests from management personnel.

Employment History

Western Mass Credit Corp, Wilbraham, Ma
Team leader, 2009 - Present

Nair & Levin P.c. , Bloomfield, Ct
Accounts Manager , 2005 - 2009

Cambridge Credit counseling , Agawam, Ma
Accounts Representative, 2002 - 2004

Honda Finance, Holyoke, Ma
Accounts Manager, 1999 - 2001

Coldata Inc., Springfield, Ma
Senior Rep/ Floor Supervisor, 1993 - 2001

Education

H.S. Diploma, [Major], 1988
Springfield Central High School, Springfield, Ma

Skills

- ☐ Back and Front Office Operations
- ☐ Workflow Management
- ☐ Legal Terminology
- ☐ Legal Documentation
- ☐ Everyday Business Etiquette
- ☐ Community Relations
- ☐ Complaint/Enquiry Resolution
- ☐ Regulator Reporting & Communications

Volunteer

Mt Zion Soup Kitchen, Springfield, Ma
Volunteer, 2010 - Present