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Inside Sales - Customer Service   
  
Objective: To secure a challenging position in customer   
service, providing quick and efficient service, problem resolution, and 100% customer satisfaction.   
  
  
  
Provided customer service to clients, as well as service to   
salesmen and various regions. Tasks included intensive   
phone conversations with customers, determining needs,   
product education, entering orders, quoting prices,   
preparing paperwork for needed credits, EDI and ECommerce.   
Interfaced with salesmen to implement their price pages   
into Excel spreadsheets. Updated and maintained   
information in database. Interacted with other departments, and scanned documents.   
  
Point of contact specialist to ensure total customer   
satisfaction by handling all incoming calls from customers,   
along with international faxes.   
Coordinated the prompt handling of all customer service   
requirements, including order entry, pricing, discounting,   
expediting, billing, credits, debits and returned goods.   
Maintained database system with customer information.   
Ensured customers were sold and then received correct   
products. Liaison between departments for expediting, to   
determine lead times and ship dates.   
Provided direction to co worker on daily workload.   
Handled all administrative tasks that were needed for the   
department. Prior to this held position in Purchasing as a   
Senior Expeditor, buying parts for vendors both nationally   
and internationally. Earlier acted as Secretary to the   
President and General Manager of the Division.   
  
  
Education:   
Briarwood College,-1974 Central State University-1992   
Various Computer Training Courses-Lilly Financial Software   
  
Skills: AREAS OF EXPERTISE AND SKILLS   
Performed all essential operations and engineered team support functions including hardware/software configuration, testing, network/PC configuration, networking, troubleshooting, database administration /maintenance, data analysis, research, and development. Windows NT/98/2000, DOS, UNIX, VMS Languages: C, C++, Pascal, X86 assembly, Perl, Java Revision Control Administration, OpenNet, LAN, ITFS, TCP/IP, NFS Oscilloscope, Digital Multimeter, Logic/Spectrum Analyzer, ITP/ICE Debugging Tools Web Site Administrator, Lotus,Lotus Notes, MS Word, Excel, Outlook, Access and Financial Software, Lotus 123, Access, MAPICS, Platinum, Peachtree, QuickBooks, AS400 Timberline. Microsoft UniScore, SFDNA, Omnidex, ADP, and SAP Computer Systems,   
  
Special Skills: Certificate of Training - Quality Systems Auditing, Certificate of Training - Visual Financial Basics   
  
Qualifications:   
I believe that the customer is my first priority.   
Communication with customers on a professional level has earned their trust in me. My goal is to support customers and outside sales personnel with dedication,high quality customer service and high standards.