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| 130 Woodlawn Street  Springfield, MA 01108  Home : (413) 285-7545  Cell : (843) 639-9846 |

G. Jay Gorden

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| Objective | Seeking a career challenge where experience and proven accomplishments will enable me to contribute to a company’s objectives. |
| Professional Profile | * **Detail oriented and analytical** professional with an extensive customer service, purchasing, sales, administrative and managerial background. Superior organizational, communication, and interpersonal skills. Works well with individuals from diversified backgrounds and all levels of management. Extensive background in positions that require a high degree of accuracy, problem solving and deadline awareness. * **Self starter;** creative, enthusiastic, loyal, willing to assume responsibility. A decision maker, well organized, resourceful and works well independently or as a cooperative team member. Demonstrated ability to plan and monitor activities according to priorities. * **Committed to professional excellence** and maintaining exacting standards, while improving the caliber of customer service. * **Computer literate** in Microsoft Excel, Word, and Outlook. * **Sales experience** both inside and outside with consistent performance. Duties included making sales presentations, resale of existing accounts, selling optional services, and follow up. |
| Professional experience  Education | Avis/ Budget Group, Florence, SC  **Rental Agent**  Processed auto rental and return transactions with consistently high standards of customer service. Demonstrated ability to determine best package for customer’s needs, and sell optional services accordingly. Showed excellent awareness of policies and procedures, Maintained and updated reservation analysis reports to ensure efficient movement of vehicles. Prepared fleet inventory reports and worked with service agent to ensure vehicles met quality standards. Quoted rates and set up reservations.  Oncore Manufacturing Services, Springfield, MA  **Quote Administrator**  Obtained competitive material pricing of electrical components to accurately quote material costs of printed circuit board assemblies. Managed the entire quote process from initial stages through completion by indentifying requirements, reviewing customer documentation, setting up the project using quoting software, and sourcing components with a distribution supply chain. Maintained relationships with vendors and coordinated activities with internal engineering department. Maintained project status reports for sales department to ensure meeting deadlines.  Temp-Pro Inc., Northampton, MA  **Inside Sales Coordinator**    Maintained account with General Electric Company for temperature sensing devices to be used in steam and gas turbines, as well as other power plant applications. Prepared detailed quote and cost estimate information requiring constant interaction with outside vendors and suppliers. Researched and expedited orders. Maintained extensive file of technical drawings and backed up clerical personnel for data entry.  Viking Kitchen Cabinets, New Britain, CT  **Sales and Service Coordinator**  Processed sales orders for kitchen and bath renovation projects in multi-unit apartment facilities. Provided quotes and cost estimates in bidding for new jobs and wrote up required proposals. Scheduled all cabinet installations and worked with shipping department to ensure that all materials were delivered to job sites in time for installation. Maintained relationships with property management staff and expedited fixed measurements and service follow-up work.  Engineered Materials Solutions/Texas Instruments, Attleboro, MA  **Customer Service Representative**  Performed customer service functions for clad metal manufacturing company, providing a high level of customer satisfaction. Maintained accounts and provided evaluation and assistance to customer inquiries through computer research and knowledgeable product support. Communicated and coordinated deliveries with production control, shipping and marketing departments. Familiar with use of spreadsheets in applications such as maintaining purchase order and shipment information, and maintaining consignment inventory,  Quality Kitchens of Florida, Orlando, FL  **Purchasing Agent**  Purchased countertops and materials from outside vendors. Initiated and maintained vendor relations; expedited orders as necessary. Communicated closely with the warehouse and vendors. Provided price quotes and coordinated daily scheduling to builders. Verified accuracy and completeness of orders submitted by sales department.  National Car Rental, Orlando, FL  **Customer Service Representative**  Administered automobile rental contracts. Verified coverage and advised customers regarding available options such as physical damage waivers and liability insurance. Completed invoices for car rentals and communicated contract terms. Processed returns, physically inspected autos when damaged, and prepared reports.  **University of Pittsburgh**, Pittsburgh, PA **BA/Economics** |
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