

JESSICA CLAIRE

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PROFESSIONAL PROFILE

More than 26 years combined experience in product management, inside sales and customer service that includes industrial, commercial and government manufactured parts. Responsible for developing strong partnerships with suppliers, overseeing the product life cycle, benchmarking, identifying gap fill, and promoting the brand. Developed marketing plans which promote specific products and improve sales performance.

QUALIFICATIONS

SAP Regional/Branch Trainer * Ability to foster strong, trust-based customer relationships. * Trained and served as ISO 9002 Internal Quality Auditor. * Proven experience interacting with major corporate and government accounts. * Hands-on experience assimilating technical information and compiling final bid/quotation packages for customer review. * Qualified management experience that includes hiring, training and scheduling staff, cash control, and shrinkage and inventory management. * Strong organizational skills and well developed writing and verbal skills. * Experienced with MS Office, SharePoint, MS Visio, SAP and CRM.

RELEVANT EXPERIENCE

EXPERIENCE

10/2010 to Present **SAP Regional/Branch Trainer Account Representative**

At & T – Gattman, MS

- Provide on-going support to co-workers with SAP procedures and troubleshooting.
- Trained department co-workers on SAP processes and procedures.
- Assisted SD Support Desk in troubleshooting calls from branch trainers, re-entry of all blanket orders and other special order types.
- Attended SAP weekly conference calls and provided insight and feedback to the Executive Management Team, department supervisors and other Regional Trainers.
- Assisted BPO's in testing new SAP processes prior to implementation.
- Customer Account Lead, Otis Elevator Monitor status of all open and scheduled orders, ensure timely procurement, on-time delivery, corresponding with customer on daily shipments and tracking information.
- Source and quote special material requirements for customer.
- Manage Drop Ship Program, perform monthly audit of stock availability and maintain blanket orders.
- Ensure maximum gross margin while maintaining contract pricing.
- Inspect orders requiring warehouse labor to meet customer expectations of packaging and product assembly.
- Serve as SAP Regional/Branch Trainer.
- Customer , NSC & Fort Worth Sales Branch * Developed and maintained customer base.
- Communicated information on account activity, product opportunities, and buying habits to Branch Managers that I supported.
- Sourced and quoted special material requirements for customers.
- Interacted and fostered relationships with other departments within the company.
- Served as SAP Regional/Branch Trainer and assisted SD Support desk.
- Selected to participate in the Tyco Initiative in capturing new accounts and new Tyco business from existing accounts.

08/2006 to 09/2010 **Secretary Campus Secretary**

At & T – Gheens, LA

- Secretary to Curriculum Coordinators Long-term Paraprofessional Substitute Ensured efficient operation of the administrative office and provide clerical services for the administrative staff.
- Prepared all written correspondence including forms, schedules and reports for administrative meetings.
- Maintained/prepared calendar of events, bulletins and necessary documentation for faculty members.
- Maintained students' records, documentation, and files while ensuring confidentiality.
- Input all purchase orders, verified all incoming materials, and troubleshooting incomplete orders.
- Prepared and maintained campus/department budget, budget reports, and supporting documentation.
- Maintained positive budget balances.
- Planned meetings, trainings and events, and maintained schedule of appointments for supervisors.
- Arranged all travel and hotel accommodations for department staff.
- Performed Benchmark test result data analysis and prepared presentation materials.
- Managed KISD Guidance and Counseling website project including developing electronic interactive forms.
- Influenced campus staff to utilize new programs and services.

08/1999 to 02/2001 **Inside Sales Associate**

Vincent Metal Goods – City, STATE

- Performed inside sales functions, managed customer accounts, supported sales manager and ensured optimum customer service.
- Traveled to customer corporate sites with outside salesmen.
- Provided customers price and delivery information, and ensured order accuracy and timely deliveries.

05/1995 to 08/1998 **Inside Sales Associate**

Southwestern Wire Cloth – City, STATE

- Performed inside sales functions, managed a portfolio of accounts, including three multi-million dollar accounts.
- Ensured optimum customer service by presenting key features and benefits to meet needs and issues.
- Identified and resolved problems as well as expedited orders.
- Traveled to customer corporate sites with outside salesmen.
- Performed purchasing tasks to support customer base.
- Communicated with other departments and compiled information on pricing and delivery in order to formulate bid/quotation packages for customers.
- Met and exceeded daily "cold-call" quotas.
- Supported product manager by providing competitive information, ideas for product improvement, and customer feedback.

EDUCATION

May 1992

Bachelor of Business Management

Southeastern Oklahoma State University - Durant, OK

AFFILIATIONS

SKILLS

Administrative, benefits, budget, clerical, competitive, Counseling, CRM, customer service, data analysis, delivery, documentation, Executive Management, features, forms, government, hiring, inside sales, Inspect, inventory management, ISO 9002, materials, meetings, MS Office, office, SharePoint, Strong organizational skills, packaging, presenting, pricing, processes, procurement, product improvement, product manager, purchasing, Quality, Sales, sales manager, SAP, SD, scheduling, Trainer, troubleshooting, verbal skills, Visio, website, written