

JESSICA CLAIRE

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SUMMARY

Decisive, results oriented professional with 25 years of Account Management/Customer Service experience. Highly knowledgeable in direct and channel sales with a focus on Government support. Proven track record of efficiently coordinating resources and logistics to complete contracts within time and customer requirements.

HIGHLIGHTS

- SAP SD/CS expert
- MS Office proficient
- Staff training and development
- Excellent communication skills
- Client relations
- Management of remote employees
- Conflict Resolutions
- Project Management

EDUCATION

Mayville State University
Mayville, ND
General Studies/Business

University of St. Thomas
Minneapolis, MN • 2003
Emerging Leader Series

Manufactures Alliance
Minneapolis, MN
Lean Manufacturing

ACCOMPLISHMENTS

- Lead Sales and Distributing (SD)/Customer Service (CS) business process owner for SAP implementation in the US and Europe
- Team member of corporate implementations of new interfaces for direct and partner modules
- Successfully managed the company's most challenging projects, coordinated product roll outs for high profile customers as specified within government contract requirements
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts

EXPERIENCE

Weir Group - SAP Business Process Owner
Saint Louis, MO • 10/2005 - 09/2016

- SAP BPO - Functional Expert responsible for design and implementation of Sales and Distribution process for US and Europe office
- Created Design Specifications and End User Documentation for SD & CS Modules for SAP standard functionality and Rimage Corporation custom development
- Wrote and executed test scripts for both SD and CS modules for implementation
- Developed the logic and assisted with the configuration for a quantity managed service event within Contracts in CS
- Go live team member for U.S. and Europe Implementations

Rimage Corporation Edina - Lead Account Service Representative
11/1991 - 09/2016

- Management of Rimage's direct customers in Government, Retail, Law Enforcement and Medical fields
- Support of our Channel partners within the USA and International.
- Created training documents for new employees, trained new hires within service, sales and tech support
- Dispatched Field Engineers for on-site service calls, new equipment installations or as requested by business partners
- Provided requested reports to management and worked with our IT group to create new reports as needed
- Developed, implemented and monitored programs to maximize customer satisfaction
- Promptly responded to inquiries from customers, internal and external staff via phone and email
- Process requests for returns and monitor all RMA activity and general Account Services functions
- Manage all RMA reporting. Track, campaign and report monthly on outstanding RMA inventory levels
- Implemented tracking and follow up processes including call, email, and letter campaigns to reduce outstanding RMA returns by 42%
- Managed warranty and non-warranty activities (RMA's, product exchanges, customer repairs)
- Order entry, follow up, and fulfillment - prioritizing of scheduling of customer orders, management of customers shipment dates, service and maintenance requests
- Established and maintained relationships with field sales team and company's customer base
- Liaison between Account Services, Call Center, IT, Shipping, Receiving, Accounting and other departments on any issues and problem resolution
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SKILLS

SAP Sales/Distribution and Customer Service subject matter expert
Account Management
Multi-Tasking, Coordination