

## **Lori Gazaway**

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### **Objective**

*Seeking an office, clerical, customer service or administrative position where my strong communication skills, high level of enthusiasm, organizational skills and experience will benefit others. I am an individual experienced in the efficient role of a customer service and sales support specialist, buyer, purchasing assistant and administrative assistant*

### **Employment History**

#### **Purchasing Assistant – Steel Pallet Manufacturing**

**Kimura, Inc 102 Cherry Blossom Drive Laurens, SC**

**February 2015 – Present**

- Assist the purchasing manager in the day to day functions of the department
- Create PO's as necessary (either in MISYS or QuickBooks) and email to vendors
- Follow up on all PO's to confirm that they are received by vendor and that we are on track for delivery of product to facility
- Send over PDF drawings to vendors and obtain quotes as necessary for any precut or laser items that we are outsourcing
- Handle all of the office supply, janitorial services and supply, water and vending company, copier and printers for the office
- General administrative duties such as creating spreadsheets, maintaining inventory counts, filing, etc
- Establish and maintain good relationships with vendors and suppliers

#### **Administrative Assistant – Transmission Manufacturer**

**ZF Transmissions 2846 N. Old Laurens Road Gray Court, SC**

**August 2014 – January 2015**

- Maintain excel spreadsheet that is a master list of all the documents in the facility
- Proof all documents submitted for accurate header, footer and format
- Assisting the document control specialist in any duties that she needs help with while the company is undergoing an audit for a Quality Systems certification in the automotive industry
- This was a temporary assignment I worked through HTI

*The gap of employment between January 2012 and August 2014 was where I took the opportunity to stay at home and provide childcare for my great nephew for a little over two years.*

#### **Customer Service Representative – Pharmaceutical Products Manufacturer**

**Aaron Industries 28966 Highway 76 Clinton, SC**

**August 2011 – January 2012**

- Data entry for all customer orders, some received through the EDI system, others received manually either from fax or email
- Proof orders for accuracy (quantity, labeling, pricing) prior to entering the order
- Send notification of order placement to distribution for shipment
- Maintain a log book of all the overages, shortages and damages reported by customers
- Address customers concerns on orders regarding status, work with production on product availability
- Administrative duties as needed such as filing, word and excel reports, and any administrative duties requested by the Customer Service Manager

***Customer Service Representative & Administrative Assistant  
Hardwood Flooring Manufacturer***

***October 2005-August 2011***

***Anderson Hardwood Floors 110 Milacron Drive Fountain Inn, SC***

***Anderson Hardwood Floors 384 Torrington Road Clinton, SC***

*Anderson Hardwood Floors was purchased by Shaw Industries in 2008*

- Completed all necessary paperwork for shipping of orders for customers such as Bill of Lading, pick tickets and any special instructions to go with shipments
- Answer phone calls and assist customers with any questions or concerns in regards to our product
- Coordinate with production planner and scheduler to confirm availability dates for backordered products
- Data Entry for all customer orders, ship requested samples via UPS
- Maintain customer specific ready list which consisted of all their open Purchase Orders with us and the availability or expected due date of products ordered
- Track orders, and constantly communicate with the customer wither via phone or email concerning the status of their orders
- Send tracking information and any other logistics info needed to customer
- Invoicing for the customers once shipments were shipped and send invoices to customer normally on a weekly basis, sometimes more often, depending on customer needs
- Work with trucking companies to get the best rate for customer ships & coordinate pick ups
- Address any customer discrepancies with their shipments or invoicing, work to make corrections & credits if necessary
- Inventory usually monthly, data entry for any adjustments
- My duties as a customer service representative was a start to finish process following the order all the way through from checking stock and availability until it was invoiced once it shipped
- My duties as an administrative assistant were mainly to the EHS manager & HR department. This included assistance on training documentation, labeling machines, posting safety notices & lockout tag out procedures on machines, safety new hire orientation and awareness level follow up training with current employees regarding safety requirements
- Updating employee files with training records & other information

***Manufacturing Buyer / Purchasing Assistant – Stainless Steel Fabricator  
September 2003 – October 2005***

***Gen III 100 Gen III Avenue Fountain Inn, SC***

- Stainless Steel Inventory control report daily (making adjustments to the inventory count
- General Parts stockroom inventory control report daily
- Coordinate with receiving department to see when items had been received, verifying packing list with our purchase orders and invoicing for pricing and accuracy
- Reports for rebates, weekly job status and month end
- Data entry for any part number and cost update into the JBA system
- Buyer for any item that was needed on the manufacturing floor to function properly and make sure that all orders went out on their committed ship date
- Tracking orders once they had shipped & Resolving any invoicing discrepancies
- Back up switchboard operator and receptionist
- Many other miscellaneous duties such as filing, faxing,
- Administrative Assistant to Operations Director & General Manager



***Administrative Assistant – Life Insurances & Investment Company  
Northwestern Mutual Financial Network 501 E. McBee Avenue Greenville, SC  
January 2003 – June 2003***

- Typing correspondence and prepare policies for delivery to clients
- Maintain client case files
- File new statements, account forms and other insurance or investment materials
- Maintain calendar and schedule appointment for two financial representatives
- Order marketing material and keep marketing info stocked
- Mailing policy anniversary letters to all policyholders on a monthly basis
- Customer service, answering questions clients had in regards to their policies or other services we offered

***Administrative Assistant II – Telecommunications Company  
Qwest Communications 401 Brookfield Parkway Suite 200, Greenville, SC  
March 1997 – March 2002***

- Office manager for Greenville location
- Mailroom clerk duties, distributed all incoming mail, FED EX and UPS packages, mailed out any USPS mail or FED EX and UPS packages as needed
- Ordered office supplies for all employees at Greenville location, kept inventory of those items as well as the toner and maintenance for the copiers, fax machines and mail meter
- Back up switchboard operator and receptionist
- Any administrative overflow from all departments
- Clerical duties such as filing, faxing and daily reports
- Administrative Assistant to the Regional Vice President while his assistant was out
- Successfully coordinated and complete the move of over 75 employees to a new office location which meant coordinating with all contractors that were involved in the move.

***Education (1990-1994)***

***Hillcrest High School 3665 S. Industrial Drive Simpsonville, SC***

- ***High School Diploma Received***

**Other Experience**

- More than 7 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and administrative and organizational duties
- Possess solid computer skills.
- Excellent working knowledge using Microsoft Outlook, Windows Based Order entry program, all specific to companies I have worked for, Microsoft Excel, Microsoft Word, and Power Point
- Ability to train, motivate, and function exceptionally in a customer based environment
- A team player, acknowledged as "Total Quality Customer Service Professional."
- Develop plan, conduct audits and filings, and maintain/update accurate inventories

***References are available on request***