CHERYL DOBLADO

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Summary

Highly enthusiastic customer service professional motivated to maintain customer satisfaction and contribute to company success.

Experience

**Univar**

CSR I / Logistics - 1/2014 to Current

* Oil & Gas Refineries: initial point of contact, order entry and product inquiries
* Schedule production of product with manufacturing plant
* Coordinate fulfillment and transportation of orders direct to well sites
* Verify pricing and freight costs before invoicing
* Run reports and supplied data to fulfill customer report requirements

**Zep Sales & Service**

Credit & Collections Rep - 2/2010 - 12/2013

* Credit and collection calls, verify customers credit references, run DNB reports, process credit card payments
* Held/released orders after reviewing customer's payment history
* Worked with outside collection agency regarding delinquent accounts
* Address customer service inquiries in a timely and accurate fashion

**Direct Energy**

Call Center - Temp 8/2009 – 2/2010

* Inbound customer calls regarding electricity billing, process payments, enroll commercial premises

**GAF/ELK**

CSR - 08/2001 – 12/2007

* Team Lead reviewed time sheets, vacation requests
* Incoming/outgoing calls, order entry, issue resolution, distributor visits, maintained customer profiles and accounts, production schedule

Warranty Claims Administrator

* Processed homeowner, builder and supplier claims
* Figured monetary settlements due and/or denied claims regarding product manufactured at the facility
* Gathered pertinent information in regards to product warranty and ownership
* Process involved direct contact with homeowners, District Sales Managers, lab, plant and distributors
* Monthly reporting of totals dollars spent on claim payments