Linda Fehmel

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Red Oak, TX 75154

214)263-3537 Home

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March 2018-  **Instacart**

Current Personal Shopper

* Assist customers with food selection, inquiries, and special requests
* Consistently receive positive feedback from store associates, and customers
* Completed on time deliveries by choosing the most efficient route
* Assist with replacements when product is out of stock

2011-  **Baylor Health Care Systems**

2017 Procurement Specialist

* Performs follow-up and expediting of purchase orders to ensure timely delivery, including emergency orders of critical patient care items, to deliver quality service with needed materials to patients.
* Responsible for coordinating purchases in regards to product recalls, conversions and other projects as assigned
* Identifies ways to improve work processes and enhance customer (internal as well as external) satisfaction. Makes recommendations to supervisor and implements and monitors results as appropriate in support of the overall goal and mission of BCHS
* Analyzes purchase requests, ensures requesting documentation is complete and advises end users on the most efficient and appropriate method to fill the order, while maintaining the best value for BHCS and complying with procurement requirements, policies and procedures
* Collaborates with Accounts Payable, Contracting, Supply Chain Customer Service, Supply Chain Operations, MMIS, and suppliers to resolve discrepancies, Improve workflow, in completion of their daily duties

2011- **Baylor Health Care Systems**

2011 Supply Chain Customer Service Representative

* Responsible for functioning as the agent of communication between all departments
* Identifies and resolves issues presented on each telephone call
* Manages, coordinates, and facilitates the completion of all requests made of Supply Chain Services by its customers
* Troubleshoots and resolves non-routine customer complaints
* Adheres to process for streamlining calls so that customer's needs are met in the most expeditious manner
* Examine SCOPES cases, and assign out to appropriate buyer
* Scan in documents for purchase orders and link them to the PO using Image Now

2010- **Lowe’s Co.**

2011 RTM Clerk

* Customer Service
* Processing in defective merchandise
* Obtaining credit from vendors
* Shipping defective merchandise back to vendors
* Scheduling repairs for merchandise
* Running reports for recalls and defective merchandise
* Responsible for keeping track of all returned merchandise
* Record keeping and filing for all returned and defective merchandise tickets
* Responsible for all administrative duties in department

2009-  **Lowe’s Co.**

2010 Customer Service Associate

* Processed store’s daily deposit
* Scanned store for inventory replenishment
* Created new pricing labels
* Hosted Kids Clinic
* Provided Customer Service
* Processed customer returns
* Trained other associates in front end operations
* Completed transactions on the cash registers
* Assisted in bookkeeping duties and cash drops
* Assisted in inventory and in other departments when needed
* Processed fax orders and assisted in credit approvals

2008-  **Lowe’s Co.**

2009 Installed Sale Coordinator

* Responsible for coordinating all installations
* Coordinated with installers, customers, and the store sales associates
* Problem Solving and complaint resolution regarding installations
* Processed and managed over 1 Million Dollars in installation services
* Created and Retained the Niche Market for installations in the area
* Created legal documents and other required forms
* Communicated through email, phone, and fax to all parties involved in the installation process
* Responsible for marketing and promotion of the installation program
* Collaborated with management to develop effective strategies for the installation program
* Responsible for all office and administrative duties for my department

2006- **Lowe’s Co.**

2008 RTM Clerk

* Customer Service
* Processing in defective merchandise
* Obtaining credit from vendors
* Shipping defective merchandise back to vendors
* Scheduling repairs for merchandise
* Running reports for recalls and defective merchandise
* Responsible for keeping track of all returned merchandise
* Record keeping and filing for all returned and defective merchandise tickets
* Responsible for all administrative duties in department

2003**– Lowe’s Co.**

2006 Installed Sale Coordinator

* Responsible for coordinating all installations
* Coordinated with installers, customers, and the store sales associates
* Problem Solving and complaint resolution regarding installations
* Processed and managed over 3 Million Dollars in installation services
* Created and Retained the Niche Market for installations in the area
* Created legal documents and other required forms
* Communicated through email, phone, and fax to all parties involved in the installation process
* Responsible for marketing and promotion of the installation program
* Collaborated with management to develop effective strategies for the installation program
* Responsible for all office and administrative duties for my department

2002- **Lowe’s Co.**

2000 Customer Service Associate

* Provided Customer Service
* Processed customer returns
* Trained other associates in front end operations
* Completed transactions on the cash registers
* Assisted in bookkeeping duties and cash drops
* Assisted in inventory and in other departments when needed
* Processed fax orders and assisted in credit approvals

Education:

North Central Texas College

Undeclared Degree Coursework 2002-2005

University of North Texas

Undeclared Degree Coursework

2001-2002

Navarro Community College

Undeclared Degree Coursework

2000-2001