

Kimberly King

Customer Service/ Part Sales

Gibbstown, NJ - Email me on Indeed: [indeed.com/r/Kimberly-King/7367be18ff88447c](https://www.indeed.com/r/Kimberly-King/7367be18ff88447c)

Experienced in all areas of Administrative Support and Inside Sales/Customer service with 15 years of proven success. Very organized, competent and works effectively on a team as well as independently. Ability to quickly assess customer needs, expedite service, displaying effective quality resolution with a committed focus on customer satisfaction.
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service/ Part Sales

Niehoff Endex - Swedesboro, NJ - May 2011 to Present

- Enters purchase order from fax, email, phone
- Give Quotations
- Direct Sales
- Researches parts from engineer prints, Buyer
- Places Purchase Orders with Vendors
- Forecast parts in Inventory
- Returns, Credits
- Knowledge of pricing and discounts
- Billing and invoicing on a weekly basis
- Creates UPS and Federal Express labels
- Weekly report of shipments we get in for the prior week
- Send purchase order to vendors and confirmations

Call Center /Customer Service Rep/Temporary Position

EMD Chemicals - Gibbstown, NJ - February 2010 to March 2011

- Manage fast-pace multi-task order entry
- Manage incoming calls /queue from customers and end users 40-75 daily
- Order processing from phone, email, edi, web, and intramal
- Relate with internal cross functional teams to achieve goals
- Provide on time order acknowledgement/confirmation to the customers with updated information

Customer Service Representative

VWR International - Bridgeport, NJ - May 2006 to February 2009

- Received an average of 40-100 customer calls daily in a call center
- Processes orders via phone, email, and fax
- Handles customer complaints (return, credits, claims, and dangerous goods)
- Researches products by calling vendors to obtain additional information
- Solves problems for customer by stock checking, trouble shooting, and technical support inquires
- Quotes pricing to customers by via phone or fax
- Tracking orders and shipments
- Worked very close with the Sales Representatives
- Searched internet for products

Paulsboro High School.

Computer Literate - Microsoft Office (Word, Excel, and Outlook) Lotus, VBQ, ESS, AS400, Sap, Max and Internet experience.

EDUCATION

Paulsboro High School