

Ineta Jonelyte

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SUMMARY

Dedicated Customer Support and Operations Specialist bringing over 10 years of expertise mainly within supply chain and logistics sector businesses. Adept at fostering cross-functional collaboration and going beyond to ensure client satisfaction. Demonstrated unwavering commitment, reliability and results-driven approach to achieving organizational goals.

EXPERIENCE

Customer Service and Operations Specialist

Roche Lietuva

February 2023 – June 2024, Vilnius, Lithuania

- Kept OTIF (on-time-in-full) score of > 95 %, which influenced in effective company's resource management, clients receiving correct goods on time in full.
- Increased personal work effectiveness in terms of order management, communication with clients and warehouse, handling multiple tasks at the same time.
- Established cross-departmental communication channels, fostering collaboration and improving overall efficiency.
- Took over customer service and operations duties within the requested time frame affecting positively the general team productivity.
- Proactively identified and resolved potential supply chain disruptions, ensuring continuous operations during critical periods.
- Went above and beyond by personally assisting with urgent deliveries during peak demand, showcasing commitment and reliability and ensuring patient health.
- Coordinated with third-party providers to ensure product handling adherence to Standard Operating Procedures (SOPs) and compliance with Good Distribution Practices (GDP), achieving a 15% improvement in delivery accuracy and timeliness.

Customer Service Control Center Specialist

World Courier (Cencora)

October 2020 – February 2023, Vilnius, Lithuania

- Position was driven by and was established by business need to handle multiple projects: User support all across the company with newly introduced app/web-based system (X-Act) to conduct warehouse operational activities (such as packaging preparation or allocation).
- Contributed to affiliates in allocating resources more efficiently and have a consistent user experience across devices, fostering user satisfaction.
- Assisted Brussels office on an operational level (exports department) with a backlog. Enabled to have more on-time deliveries and enhance client satisfaction, went beyond in assisting not only exports team, but also the warehouse department with the knowledge of X-act saving team's time and resources by providing on-site knowledge expertise.
- As packaging operations specialist – ensured that the packaging lines are running smoothly and all tasks completed within the set GMP standards and Standard Operating Procedures. Helped to optimize workflows, mitigated wastage with correct and timely packaging updates and guaranteed quality with prompt and precise job creation.

Hotel Front Office Receptionist

Grand Hotel Kempinski

September 2019 – October 2020, Vilnius, Lithuania

- Streamlined administrative tasks by focusing on quick knowledge of hotel-specific software (Opera). Therefore, been able to efficiently process payments and handle cash, check-in and check-out guests.
- Offered appropriate reservation options and used room upselling techniques to guests, hence, enhancing hotel profitability.
- Proactively worked on reducing guests' waiting times by speedy and professional service, multitasking and attention to detail.
- Assisted over 100 guests daily, resolving inquiries and providing exceptional service, which led to a 15% increase in positive customer feedback scores.

Senior Customer Service Representative/Logistics Coordinator

Transcom Worldwide

August 2014 – June 2018, Vilnius, Lithuania

- Reduced company's costs by efficient and speedy search for lost packages using different system tools.
- Made sales leads with potential customers/businesses resulting in UPS's clientele growth and increased income.
- Provided speedy customer support (via phone and e-mail) during peak and off-peak periods.
- Handled and minimized emerging customer complaints.
- Facilitated the timely delivery of logistical operations, reducing shipment delays by 25% through effective coordination with supply chain partners and utilization of inventory management software.

EDUCATION

International Hospitality Management (Top-up)

University College of Northern Denmark • Aalborg, Denmark • September 2018 – January 2020

Erasmus+ Tourism And Hotel Management

University College Birmingham • Birmingham, United Kingdom • February 2010 – June 2010

BA Tourism And Hotel Management

Vilnius College of Higher Education • Vilnius, Lithuania • September 2008 – June 2011

SKILLS

Technical Skills: SAP ERP, G Suite, Microsoft Suite, CRM

Hard Skills: Order Processing, Supply Chain Operations, Documentation and Compliance, Inventory Management

Soft Skills: Customer Relationship Management, Planning and Coordination, Attention to Detail, Problem-Solving

Languages: Lithuanian Mother Tongue, English Level C1