

**April Edgar**  
**32601 Via Los Santos**  
**San Juan Capistrano, CA 92675**  
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**Primary Phone: 562-335-3940**

**Core Competencies:**

Data Analytics in Excel  
Process Analysis, Development and Improvement  
Employee Development and Training

**Professional Experience:**

Ellison Educational Equipment, Inc. Lake Forest, CA  
Inventory Analyst

3/2005 – Present

Maintain all aspects of customer accounts including processing orders, follow up and tracking using the program AX09 for supporting our Europe office under inventory management. Regularly report on monthly usage and recommend replenishment quantities to director of operations. Prepare inventory reports based on designer and distribute monthly. Prepare reports for retired licensed designs in sell off period. Review usage for active product and recommend make recommendations for discontinuation quarterly. Merchandise special events. Use a variety of data points to review products including multi-channel variables across thousands of products in different consumer markets. Ecommerce merchandising for company's business and consumer websites using admin tool as provided including email campaigns using Lyris and basic HTML coding. Analyze website performance using a variety of reporting tools including google analytics. Work with web development to build and continually enhance company B2B web portal.

**Positions Held:**

- Customer Service Representative
- Jr. International Sales Account Manager
- Sr. International Sales Account Manager
- Key Account Manager
- Inside Sales Supervisor
- Retail Marketing Manager
- Inventory Analyst

**Significant contributions include:**

- Revise Replenishment reporting for efficiency
- Revise quality control tracking for efficiency
- Develop tracking system and processes for maintaining product lifecycle
- Develop and facilitate processes for inventory forecasting
- Develop and facilitate processes for new product launch sales and tracking
- Develop and facilitate processes for efficient order taking at trade shows
- Develop and facilitate processes for product allocation in all sales channels
- Employee Education and Training for both product knowledge and company's business systems
- Develop training manual and process for sales and customer service teams

**TalentTree Staffing Agency**

11/2004 – 3/2005

Assignment started my career at Ellison Educational Equip. Inc. in their customer service department.

Orange Coast Mortgage Foothill Ranch, CA  
Customer Service Representative

10/2004 – 11/2004

Computer - Excel, Word, Outlook	Advanced Intermediate
Currently used 9 years	
PowerPoint	Intermediate
Currently used 7 years	

Dynamics AX09                      Expert  
Currently used 4 years  
Lyris (Listmanager and HQ services)      Intermediate  
Currently used 4 years

Typing - 55 wpm      Expert  
Currently used 11 years

**REFERENCES:**

Omar Marquez      Ellison Educational Equip., Inc.  
Co-Worker  
Phone Number:      909-964-4484  
Reference Type:      Professional

Melinda Smiglys      Ellison Educational Equip., Inc  
Co-Worker  
Phone Number:      949-291-8350  
Reference Type:      Profssional