

SERVICE CONTRACT COORDINATOR, PRODUCT MANAGER

Summary

Highly ambitious and performance driven product manager with technical and business skills seeking an engaging position with a progressive company that will reward achievement, provide career development opportunity and recognize important contributions.

Highlights

	Inventory management background	Certificate in Application Development
• Excellent time management	• Research and Development	
• Analytical problem solver	• Inventory management	
• Dependable	• Customer service-oriented	
• Driven	• SAP warehouse management systems	
Bidding processes	• Process improvement	
Critical thinking skills	• Motivated self-starter	
Program coordination	• CISCO Certified Network Associate (CCNA)	
Purchasing and procurement	• MS Office proficient	
[Report type] reports expert	• Effective team player	
Contract management	• Superior organization skills	

Experience

10/2014 to Current

Service Contract Coordinator, Product Manager Petco 1/4 Norwalk , CT

- Delivering support for Services Channel Managers and sales representatives as well as for the Partner Community creating, validating and ordering Cisco Service Contract Center maintenance quotes for ScanSource
- Responsible for quoting, ordering and validating new service and service renewals for the procurement of maintenance from Cisco
- Providing support to ScanSource's network of partners and Service Channel Managers with a focus on Partner Support Services
- Responsible for quoting, ordering and validation of new services and service renewals for the procurement of services from Cisco
- Maintenance of all Cisco Service SKU information in ScanSource's SAP system including frequent updates to changes in pricing, parts, service levels
- Investigating and resolving invoice discrepancies; requesting and processing of vendor credits for Cisco Services at ScanSource
- Creation, execution and ongoing monitoring of vendor marketing/business plans.
- Processing of all PO's for service maintenance for Cisco ScanSource.

02/2014 to 05/2014

Customer Service Davidson College 1/4 Davidson , NC

- Conducted customer service including: entry of orders, creation, documentation and coordination of shipping, invoicing of order and communicating with client to ensure customer satisfaction at Arjowiggins Medical.
- Managed all operator calls, reception of visitors and customers; oversaw ordering of office supplies; held accounts payable, accounts receivable duties.
- Developed a genealogy database to track past orders for audit purposes.

07/2011 to 08/2013

Procurement Assistant Family Express 1/4 Leesburg , IN

- Administered direct support to Executive Vice President & Vice Presidents, Contracts & Compliance; managing administrative operations for the Corporate Contracts & Procurement team of over 25 individuals
- Prepared & distributed reports, correspondence, technical documents and minutes; coordinated internal and external meetings
- Performed data entry & data pulls using Access and CostPoint on a day-to-day basis
- Reviewed contracts and prepared for approval; specifically responsible for coordination of non-disclosure agreements
- Conducted travel and material analysis for internal and external customers
- Oversaw orientation of visitors, guests and new members of Contracts team
- Purchasing and procurement; providing support to procurement team
- Developed new vendor relationships, processed intake of new vendors
- Responsible for Special Projects in support of the Corporate Contracts Strategic Annual Plan
- Consolidated Contracts archives and assisted in implementation of updates to policies.

04/2011 to 01/2012

Sales Associate Fresh Produce Clothing 1/4 City , STATE

- Facilitated direct sales, working closely with incoming customers to assure their needs were met.
- Coordinated sales activities in-store, communicating and working with other company stores, negotiating shipping.
- Developed and assembled window, door and in-store displays to attract and appeal to prospective customers.

04/2011 to 08/2011

Cashier/Front of Store ULTA 1/4 City , STATE

- Conducted welcoming of customers, built displays, and updated inventory as part of the front of store team.
- Interpreted and answered customers' questions to provide quality customer service.
- Managed cash register and kept front of store presence cheerful and clean.

01/2011 to 05/2011

Intern & Historic House Interpreter Charleston Museum - Heyward Washington House 1/4 City , STATE

- Established an inventory of all the items located in the house using Past Perfect software in coordination with the Charleston Museum and administered historically accurate tours to visitors of the Heyward- Washington Historic House.

Education

2012

Bachelor of Science : Anthropology College of Charleston 1/4 City , State Anthropology

2012

Bachelor of Arts : Communications College of Charleston 1/4 City , State Communications

Microsoft Access, Level 1

Skills

Procurement & purchasing, Cisco Services, SAP, Salesforce.com, accounts payable, accounts receivable, data entry, MS Office: Advanced, strategic planning, creative writing,

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• Administrative, business plans, cash register, Cisco, Contracts, client, customer satisfaction, customer service, data entry, database, direct sales, documentation, focus, inventory, invoicing, managing, marketing, meetings, Access, Microsoft Access, office, window, negotiating, network, policies, pricing, Procurement, purchasing, quality, reception, sales, SAP, shipping, Strategic, validation

- Sales Software: Salesforce.com
- Desktop Publishing Software: Photoshop, Illustrator, HTML
- MS Office, advanced
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