

# LIDIA LEE KACHLON

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## PROFIL

- Skilled professional with Bachelor of Science Degree (B.Sc.) in Industrial Engineering (The Open University).
- Ambitious, diligent, determined, and a problem solver with a high capability and a fast-learning curve.
- Excellent interpersonal, teamwork, customer service, and communication skills.
- Highly motivated team player and adaptable to changes, self-driven with strong work and social ethics.
- Looking for the next challenge in a Production Supervision, Customer Success Specialist or Creative Marketing design.

## EDUCATION

- Creative solution•Creative thinker•Interpersonal Skills and Communication•People Management•Drive business•
  - Creative concept design•Team Management•Supplier Management•Teamwork•Independent Work•Customer Relationship Management•Customer Support•Customer Success•Share Point•Priority•Visual Studio•MS Project•Analytical skills•Passion to fashion•Passion to home design•Desire to colourfulness staff•Warehouse Operation•Understanding human needs•Customer service•Order and Organization•Sales operation•Operative•Access•ERP Implementations•Change orders•Microsoft Office•Visual Studio•Retail sales•
    - Cross functional Team Leadership• •Verbalization communication•Visualization vision•Striving for achievement•Excel•Planning•Transfer Pricing•Customer Communication Analysis•Order management•Responsibility•Attention to details•Colourful Person Weka•Mars•Correction Fashion•Export Documentation•PowerPoint•Microsoft Excel•Java•C#•MS Project•Information Management•Team Coordination•Solution Selling•Product Creating•Passion to Design•Export Warehouse•Information management•Word•PowerPoint•Gazit•Organizational Skills•Process Improvements•Supply Chain Management•Goods Purchasing•Involves production•Promotion process•Undermining for Excellence

## PROFESSIONAL EXPERIENCE

**WEST PHARMA SERVICES**  
**[www.westpharma.com](http://www.westpharma.com) (Ra'anana)**  
**SUPPLY CHAIN COORDINATOR - 2019-2022**

**Job functions include:**

- Processing new sales customer orders into the ERP system to provide order confirmation.
- Responding to US, EU, and AP global customers' needs, requirements, and inquiries.
- Initiating the daily process of purchase order signatures to confirm internally in the system.
- Beginning commercial product's pricing list process, inputting the monthly unit price until confirmation.
- Involved in MDR orders, from the elementary step until the approved order.
- Coordination of finished goods shipping with forwarders as customer request, purpose delivery on time.
- Preparing daily Invoices and reports per month, sharing with the forwarder and the customer delegate.
- Documentation of POD, AWB, shipping details, etc., according to the kind of the incoterms shipping.
- Participation in daily and monthly meetings as tier 1 and tier 2.

**Achievements:**

- Filling a fundamental role in customer success, customer order management, and delivery shipments by demonstrating commitment, willingness to work hard, and determination to succeed in a very challenging and busy period.
- Successfully completed DEKRA Audit testing.

**Job functions included:**

- Confirmation of visibility for various departments' documentation as part of the entire flow process.
  - Validation and sharing of documents on the internal web accordingly to effective date and revision.
  - Distribution of new documents such as procedures, ECO, DMF, and specifications for subcontractors.
  - Documentation of internal docs of each category in hard copy, filing according to the required position.
  - Sharing new product specification forms for customers in the US, EU, and AP for signification.
  - Promotion of creating new documents by providing specific details for most organization departments.
  - Solving external or internal technical problems in "Share Point" to achieve the maximum desired result.
  - Documentation of new specifications in the ERP system based on one revision and customer approval.
- Implementations training on the "Share Point" system for new employment.

**Achievements:**

- Successfully implemented surrogate maternity leave and short-term leave in the knowledge management department.

**AMERICAN EAGLE OUTFITTERS**  
[www.ae.com](http://www.ae.com) (Netanya)  
**RETAIL SALES MANAGER 2014-2019**

**Job functions included:**

- Drive business initiatives to identify and secure new sales opportunities.
- Manage inventory control through weekly and monthly counts.
- Strengthen company goals and train employees on new products, services, and operational changes.
- Ensure all customer issues are resolved in a timely manner.
- Promote and reinforce excellent customer service, making sure all customers and prospective customers receive the highest levels of courtesy and professionalism.

**Achievements:**

- Received the "Best Employee" Award for outstanding performance in customer loyalty, customer satisfaction, sales management, and delegation of tasks.

**FOX - WIZEL LTD.**  
[www.foxwizel.co.il](http://www.foxwizel.co.il)  
**RETAIL SALES/SHIFT MANAGER 2012-2013**

**Job functions included:**

- Increase the goods-selling process in different kinds of buying situations.
- Proceed with product marketing to join new potential customers.
- Responsibility for the division of labor and teamwork.
- logistical planning and organization according to changing environment warehouse.

**Achievements:**

- Winning first place in the sales yearly table.
- Received sophisticated customers recommendations.

**MILITARY SERVICE**

- 2009-2011: Sergeant, "BISLAM" School for Military Leadership, Educational Corps

**LANGUAGES**

- **Hebrew:** Native
- **English:** Fluent

**\*RECOMMENDATIONS WILL BE PROVIDED UPON REQUEST\***

