

Michael Rosa- Vourazeris

Service and Parts
Manager, Executive
Assistant

Contact

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LinkedIn

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GitHub

<https://github.com/mrosavourazeris>

Skills

Communication

Organization

Critical Thinking

Adaptability/Learning

Proficiency with computers and
computer languages

- HTML
- CSS
- JavaScript
- React

Professional Summary

Friendly and energetic. Excels in a team environment but can also thrive independently. Enjoy building new relationships and maintaining existing ones. Focused on customer satisfaction and achieving excellent results for defined goals. Adaptive and skilled in problem solving. Problems are inevitable but with exceptional communication, we can demonstrate our willingness to handle and overcome any situation.

Work History

08/2018 -
Current

Service and Parts Manager

Bramidan US Inc, Addison, IL

- Aid customers, assessing needs and maintaining current knowledge of consumer preferences.
- Communicate with customers to discuss service needs and develop effective and practical solutions for repairing or maintaining their machine.
- Assist customers in locating the correct parts needed to maintain excellent machine quality
- Maintain team productivity and quality of service by establishing and maintaining clear goals.
- Set employee schedules for consistent staff coverage and delegated work assignments based upon experience and strengths.
- Efficiently assisted service workers with problematic transactions to maintain customer satisfaction and quickly rectify issues.

04/2017 –
08/2018

Logistics Account Executive

Echo Global Logistics, Chicago, IL

- Scheduled all pickups for customers.
- Processed and entered all customer orders into database and provided proactive customer service for all accounts.
- Liaised with freight carriers on behalf of the clients.
- Tracked orders and notified customers of status or potential delays.
- Prepared extensive updated shipment reports for executives and clients.
- Reported customer feedback to management.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments.
- Built continuous improvement culture that attracted and retained high performance with freight carriers.
- Maintained damaged goods records, backorder logs, and any applicable regulatory reporting.

09/2016 –
04/2017

Warehouse Manager and Import Executive

Priority Trans Inc, Bensenville, IL

- Receive Pre-Alerts from overseas agents.
- Track shipments by contacting airports and bonded facilities.
- Acquire information from the customer such as their preferred customs broker, and delivery instructions.
- Turn over arrival notice and commercial documents to customs broker.

- Source and dispatch carriers to pick up freight before last free day.
- Follow up with airlines, carriers, and customers continuously to ensure shipments move without issue.
- Handle all billing with airlines, carriers, and customers.
- Instruct warehouse personnel on which shipments to prepare for shipping, breaking down received shipments to fulfill multiple orders, and loading shipments on the correct carrier's trucks.

Education

05/2012 –
01/2019

Associate of Arts: General Studies

College of DuPage - Glen Ellyn, IL

Worked full time during this period so night school was the only option

10/2020 -
04/2021

Certificate: Full Stack Coding Boot Camp

Northwestern - Evanston, IL

Worked full time during this period so night school was the only option