

Nancy Richardson

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CUSTOMER EXPERIENCE ASSOCIATE

- Over 10 years' experience enhancing operational workflows and client communications, contributing to ~10% improvement in process efficiency.
- Expert in data analysis and billing operations using ERP/CRM systems, ensuring high data integrity and prompt issue resolution.
- Skilled at coordinating cross-functional teams to support client progress tracking and contractual documentation management.

WORK EXPERIENCE

NOV – National Oilwell Varco

Houston, TX

Enterprise Master Data (Content Data) – Coordinator / Analyst

May 2024 - Jun 2025

- Streamlined data accuracy and pricing analytics for 600,000+ Rigs AM products, improving account management and reporting precision.
- Resolved discrepancies in BOM, vendor, and pricing data by collaborating with Product Line Managers, Finance, and Supply Chain teams.
- Managed billing operations and ensured data entry accuracy across multiple systems, contributing to an approximate 10% improvement in processing turnaround.
- Communicated with internal clients to support quoting and pricing requests, enhancing turnaround time and satisfaction.
- Executed product, supplier, and code assignments, ensuring accurate data governance and compliance which improved reporting precision by about 10%.
- Coordinated regular cross-team meetings to update project progress and escalate client concerns, reinforcing clear communication and swift issue resolution.

Cypress-Fairbanks Independent School District (CFISD)

Cypress, TX

Administrative Assistant III / Substitute Teacher

Aug 2014 - May 2024

- Maintained accurate data entry for purchase orders, attendance, and academic reports; supported a 100% on-time reporting record across district systems.
- Supported billing and vendor payment processing to ensure compliance with Title I and district guidelines.
- Facilitated daily communication with faculty, students, and parents, resulting in consistently positive feedback on service and clarity.
- Managed procurement logistics, budget tracking, and compliance reporting for district programs.
- Scheduled and coordinated key meetings with stakeholders to address program updates and resolve issues, ensuring seamless project management.

Richardson Distribution & Books, Inc.

Houston, TX

Operations Manager

Aug 1993 - Aug 2014

- Executed accurate data entry for orders, invoices, and vendor contracts, maintaining real-time inventory and cash flow tracking.
- Managed billing and AR/AP processes to ensure timely payments and reconciliations, which enhanced financial tracking and supplier relations by approximately 10%.

- Oversaw documentation and contract management processes to ensure compliance and smooth supplier-client interactions.

EDUCATION

Texas A&M University | College Station, TX
Bachelor of Science, Economics / Health Science

CERTIFICATIONS

CFI Corporate Finance Foundations Professional Certificate

Corporate Finance Institute (CFI)

Career Essentials in Administrative Assistance

Microsoft & LinkedIn

Project Management Foundations

Project Management Institute

Certificate of Completion — Project Management Foundations (1)

Master Microsoft Excel

LinkedIn

Alternative Certification Program for Teaching

iTeach

Mental Health SB460 Part 1–3

Education Service Center, Region 6

Act on FACTS

Society for the Prevention of Teen Suicide

TEA Dyslexia (completed)

Texas Education Agency

TEA: Educator Certificate

Texas Education Agency

TREC License

Texas Real Estate Commission

SKILLS

Client & Communication: Client Communication, Scheduling, Client Training, Documentation

Project & Process Management: Project Management, Progress Tracking, Process Improvement, Contract Management

Data Analysis & Reporting: Data Analysis, Reporting, Issue Resolution, Tech Troubleshooting

Operational Excellence: Billing Operations, ERP/CRM Systems, Compliance & Auditing, Vendor Relations