**Robbin Seidel**

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**SUMMARY**

Highly motivated, proactive Operations/Sales Support Manager who thrives in dynamic, challenging and faced paced environments.

A dedicated professional with solid and diversified experience in customer service, customer relations, project management, HR, administrative and operational roles. Demonstrated expertise in implementing various systems to improves processes, increase efficiency, drive sales, and improve profitability. Excellent communication, analytical, people skills, and the ability to successfully coordinate processes between departments. Assertive and enthusiastic, with a high degree of integrity and an outstanding work ethic, as well as leadership skills.

**HIGHLIGHTS**

Report Generation and Analysis Commission Calculations Pricing/Contracts/Grants Sales Support

Supply Chain Management HR and Benefits Admin On-boarding New Products Procedure Development

E-Procurement Management Web Content Maintenance Operations Management Accounting/Distribution

System Implementations Process Improvements Project Management CBP Duty Draw Back

**ACCOMPLIHMENTS**

**Sales Administration**

Liaison between Sales and Operations.

Resolved order and inventory issues by investigating data and history; identifying alternate means for filling orders; notifying managers and customers. Maintained customer database. Managed customer profiles prepared and distributed monthly reports. Provided product, promotion, and pricing information clarifying customer’s request; respond to inquiries. Reviewed expense reports.

***Go-To Person.*** Performed tasks with a sense of urgency and consistently succeeded on multiple projects simultaneously

**Order Fulfillment**

Department processed 1,375 orders per week, 3,200-line items and 19,750 items shipped from warehouse in 3,000 packages, equating to $500,000 in net sales per week with a 41% gross profit margin. 98.5% same day order fulfillment. Implemented auto e-mail process.

**Result:** Increased efficiency and reduced head count by 20%. Company gross sales grew between 15-20% annually.

**Information Technology**

*Vendor Management*

*Project Management* - Process improvements - enhancements and automation to ERP system, iPad implementation, Website Improvements, Quoting System enhancements, E-commerce/E-procurement initiatives, WMS and custom applications.

**Result:** Faster turnaround time on orders and customer inquiries, improved deliveries to customers, quicker access to inventory and sales data, improved data access to customer, improved ordering experience over all for the customer.

Collaborated with Software Developer and Network Engineers. Identified issues and tested solutions.

Implemented processes. Processes were tested before deployment to ensure accuracy and integrity.

**Procedures/Policies and Training**

Wrote and implemented all operational procedures including, distribution and accounting/warehouse, E-procurement, duty draw back for tariffed products ($400,000 ROI), quote applications, and all training information for new hires.

**Reporting**

Created reports for all departments for analyzing sales trends and profitability, accounting, customer detail, inventory, commission reporting, export sales information for duty draw back, vendor info, category detail and compensation.

**EXPERIENCE**

***Benchmark Scientific, Inc Feb 2016-June 2022***

**Operations Manager and Supply Chain Management**

*Directed, planned, and coordinated all of the operations. Responsible for improving performance, productivity, efficiency, and profitability through the implementation of effective methods and strategies.*

* *Human Resources and Benefits Admin*
* *Company Insurance policies*
* *Grants*
* *IT Liaison for Hardware and Software*
* *Process Improvements and Integrations*
* *QuickBooks, Accounting, Inventory, Products, Pricing, Process and Procedures*
* *Draw Back Duty process for tariffed products*
* *Sales Reporting, Commission Program and Calculations*

***Zybercloud, LLC Jan. 2015 –Feb 2016***

**Technical Account and Project Manager**

*Client facing members of a cross-functional team. Manage relationships with new and ongoing clients and define tasks and requirement.*

* *Design and write specification documentation for developers*
* *Manage eCommerce, CRM, custom web portals and website projects*
* *Support ERP system and custom applications*
* *Make data driven decisions*
* *Solve Client’s challenges*
* *Determine how assigned projects impact other projects or business areas*
* *Handle client requests efficiently*
* *Plan and organize work*
* *Manage client expectations (especially during Requirements gathering & UAT)*
* *Train clients on process and procedures*
* *Manage Client budget*

***Johnson and Johnson, Inc., Skillman, NJ Nov. 2014 –Jan 2015***

**Content Administrator (3 month contract position)**

*Wrote processes and procedures, for an upcoming content website development project. The purpose of the website was to provide the most recent content, imagery and specifications for their sales team and e-retailers.*

***Denville Scientific, Inc., South Plainfield, NJ April 1994 –September 2014***

Distributor in lab supplies to mainly research facilities. Company was acquired in 2009 by Harvard BioScience.

**Operations Manager**

* *Sales Admin/Sales Support*. Sales report generation. Measured and tracked performance of sales incentives.

Processed commissions, order administration and maintained customer records. Supported 30 sales professionals.

* *Administration*. Supervised and managed 20 office and warehouse employees. Collaborated with all levels of

internal management and staff, as well as outside sales employees, clients, and vendors. Performed project-based work and maintained all pricing and contract files in-house and on web portals.

* *Information Technology*. Managed and maintained all computer systems and applications. Automated manual functions to ensure efficiency. Managed the hardware/software consultants. Implemented and managed the Distribution/Accounting/E-commerce/online ordering, website site and various web applications. Web Content Manager.
* *Human Resources, Benefits Administration* for 60 employees
* *Contracts and Compliance*. Contract negotiations and managed inquiries.
* *Accounting/Distribution*. Managed order fulfillment process.
* *Procedures/Policies and Training*. Wrote and implemented all operational procedures including, distribution and accounting, E-Procurement, quote, and web applications.
* *Desktop Publishing*. Created all publications including brochures, catalogs, promotions, and price lists
* *Purchasing.* Analyzed sales trends and purchased and maintained inventory levels.
* *Trade Show/Outside Sales*. Company representative at trade shows and performed sales duties.

**EDUCATION**

***State University of New York Fashion Institute of Technology, NYC, NY***

Business and Retail Management, A.A.S. Applied Science – June 1986

**SKILLS**

Windows MS Exchanger Server

Exact-Macola Accounting/Distribution WMS

Crystal Report Writer Microsoft Office Suite

QuickBooks Desktop and RA

Other various business-related applications