

Samuel Kanfer

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EDUCATION

Florida State University | Bachelor of Science in Management Information Systems

Dec. 2022

- Minor: Business Analytics

Relevant Coursework

- Big Data, Database Management, System Analysis and Design, Data Mining, Social Media Analytics, Business Intelligence

EXPERIENCE

Order Specialist

Mar. 2023 – Present

AT&T | Remote/Hollywood, FL

- Provided Sales and Project Management support for Public Sector accounts.
- Completed required spreadsheets through MS Excel and forms for various AT&T service orders.
- Submitted orders for pricing and to the appropriate Ordering and Purchasing teams for processing.
- Submitted requests to the Billing team for the creation of billing accounts.

Business Office Clerk

Mar. 2022 – Dec. 2022

Florida State University, Office of Commercialization | Tallahassee, FL

- Automated data entry processes, ensuring accurate entry of over 200 records daily and increasing workflow efficacy by 33%.
- Eliminated error rate from 6% to 0.5%, optimizing throughput of key office documents.
- Developed detailed templates for accurate and efficient data entry processes, increasing accuracy by 75%.

XF Customer Specialist

Feb. 2020 - Mar. 2022

Carmax | Tallahassee, FL

- Guided customers every step of the way, from the sale or facilitating the appraisal to test drives and arranging financing applications.
- Facilitated and streamlined documentation process during customer car buying experience and eliminated redundant paperwork leading to a decrease of missed paperwork overall by 5%.
- Leveraged CRM tools to manage 50+ customer accounts & built customized high-value contracts, demonstrating a 5% increase in total sales.

Office Coordinator

Jan. 2016 - Apr 2019

Juste Gold Creations | Boca Raton, FL

- Upheld an organized filing system for incoming and outgoing documentation, maintaining 100% accuracy on information retrieval.
- Assisted with generating and routing invoices and calls.
- Maintained accurate records of product inventory levels and generated invoices for over 50 orders per month, completing transactions worth more than \$200K.

SKILLS

SAS Enterprise Miner | Windows | Microsoft Suite | SQL | CSS | HTML | R Studio | C++ | Tableau | Analytics | Business Intelligence | CRM | Customer Service