

Jamie Childress

Sales Support/Receptionist

Liberty, MO 64068

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816-518-7943

#readytowork

Work Experience

Sales Representative

Jet Midwest - Kansas City, MO

September 2019 to July 2020

Answered incoming calls and quotes parts accordingly.

- Quoting customers that call in.
- Negotiating pricing that's right for the company as well as our customers to obtain a purchase order.
- Following up with customers who came in for quote but have yet to make decision.
- Sending 100+ email quotes daily to customers who requested quotes through automated system.

Sales Support/Receptionist

Maxam Equipment

July 2018 to August 2019

Answering phones and directing each incoming call to the correct Account Manager

- Packaged, weighed and measured shipments
- Prepare shipping documents, including Canadian documents and labels
- Scanning documents into system and indexing
- Managing Excel past due spreadsheet
- Coordinates vendor luncheons
- Directs all incoming faxes and emails to appropriate Account Manager
- Keeps office supply spreadsheets up to date and orders supplies when needed

Order entry/Receptionist

KC Screenprint

October 2017 to July 2018

Enters orders into system (Safari)

- Check & Respond to emails throughout the day
- Greets clients as they arrive with a friendly smile
- Keep shipping, Embroidery and Screen-printing Reps up to date on orders
- Quote customer for jobs
- Order goods for clients
- Call or email clients when order is ready for pick up
- Keep spreadsheets up to date
- Answers incoming calls and provide necessary information

Server

The Corner Café

January 2015 to July 2017

Served food and beverages to patrons, and prepared or served specialty dishes for tables as required

- Prepared tables for meals, including setting up items such as linens, silverware, and glassware
- Explained how various menu items are prepared, described ingredients and cooking methods

Customer Relations Manager/Sales/High Value Sales

Citibank

August 2007 to May 2013

Proactively sought out to identify customers' needs and was effective at cross-selling and referring leads to the appropriate channels for follow-up

- Communicated knowledge of all products and services to customers
- Sold products and services to prospective customers and generated new revenue from existing customers.
- Took full ownership of customers' problems and ensured complete customer satisfaction of problem resolution
- Solicited clients actively via telephone

Education

Diploma

Liberty High School

2005

Skills

- Customer Service
- Call Center
- Order Entry

Assessments

Customer Focus & Orientation — Expert

August 2019

Responding to customer situations with sensitivity.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.