Simone Pizza

Olathe, KS 66062 US

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Executive Summary

* Customer service professional with experience in collections, accounts receivable and account management.
* Unique ability to perform effectively with people of diverse backgrounds and all levels of authority
* Strong leadership skills and a team player
* Aptitude for excelling in a fast-paced environment
* Computer literate with Microsoft Windows/Office, Excel, QuickBooks, Sage, Apprise, Access, IBM and AS400
* Excellent written and verbal communication skills.

Employment History

**Customer Service Representative/Collections, Consumer**

Celebrity China

January, 2015 — Present (1 year 1 month)

* Assigned to handling a high volume of consumer accounts to collect on and bring current. Responsible to make contact with customers via telephone and email
* Posting payments to these accounts using Sage software
* Resolve disputes
* Provide customer service
* Recouped 2013, and 2014 outstanding balances that were otherwise profit and loss write offs for the company
* Successfully researched accounts to assist the customer that was claiming credit for returned product/duplicate billing.

**Customer Service Representative, Purchasing**

Xpedx

January, 2013 — December, 2014 (1 year 12 months)

* Handled customer service calls for ordering product
* Managed accounts
* Handled calls pertaining to product availability, price, and delivery
* In addition to stock orders, processed customer indirect and direct orders, special orders
* Ability to negotiate cost with national vendors
* Handled purchasing and procurement through the issuance of purchase orders
* Expedited outstanding purchase orders and in conjunction with procurement, resolved outstanding supplier invoice exceptions associated with managed purchase orders
* Proactively built order size and trade margin through suggestive selling and offering alternatives, such as close out inventory
* Assisted sales representatives
* Facilitate and ensure timely delivery.

**Client Relations Representative, Advertising Ordered advertisements**

Tribune Company, Sun-Sentinel

January, 2011 — December, 2012 (2 years)

* for clients and sales representatives into the Adit system
* Responsible for layout by placing the advertisements into the AIMS system respectively as to where the advertisements will be appearing in the newspaper
* Using E-proofs to proofread and mark up advertisements, making corrections and changes per the client's needs
* Used AdDrop to upload artwork for new advertisements to be designed
* Meeting deadlines for all products that Sun-Sentinel publishes
* Create memo bills
* Collected payments for advertising
* Assisted sales representatives with cold calling leads and setting up appointments.

**Special Services Representative, Part Time Evenings and Weekends**

The Home Depot

January, 2011 — January, 2012 (1 year)

* Handled and resolved all customer service issues including creating will calls and special orders. Handled returns and truck rentals
* Helped customers apply for the Home Depot credit card.

**(title not available)**

SIMONE PIZZA

January, 2010 — December, 2010 (12 months)

**Account Manager- Sales-Telecommute-POSITION ELIMINATED**

TMS Health

January, 2008 — December, 2009 (2 years)

* Outsource partner for Office Depot
* Managed 750 accounts in the Business Direct Division for Office Depot's small to medium businesses
* This is performing a similar job as when I worked for Office Depot but working for the Outsource Partner
* Attained sales over 102% to goal per month.

**FLORIDA BUILDER APPLIANCES**

Div. of SEARS

January, 2007 — December, 2007 (12 months)

* Accounts Receivable Representative-Business to Business-Assigned to 4 showrooms
* Responsibilities include managing accounts of major homebuilder corporations to determine credit terms and limits, to make outgoing and handle incoming calls in order to arrange payment plans and suspend accounts for non-payment
* Send Notice to Owners and possibly lien addresses that are in default of net terms
* Balance, research, and resolve accounts
* Invoice for payment and provide customer service.

**Account Manager--Sales**

OFFICE DEPOT, Corporate Office

January, 2004 — December, 2006 (2 years 12 months)

* --OUTSOURCED Managed over 2000 contracts, National and GSA accounts, through consultative solution based selling and cross selling to grow these accounts 11% over last year
* Provides excellent customer service and performs as a dedicated account manager for all of the customers' needs
* Assigned to target 250 house accounts to drive revenue through selling and cross selling. Business Direct Division Prospecting/Anti defection/Welcome Contacted and established new customer base using Dun and Bradstreet reports
* Awarded for top sales: January, February, April, May and September 2005
* Awarded May 2005 Consistent Top Producer - Sales

**Top sales representative**

(company name not available)

January, 2004 — June, 2004 (5 months)

* Generated over $40k per month in revenue, averaged 11 orders per day over department goal of five

**(title not available)**

TRIAD FINANCIAL CORPORATION

January, 2001 — January, 2004 (2 years 12 months)

**(title not available)**

GENERAL MOTORS ACCEPTANCE CORPORATION

January, 1995 — December, 1998 (3 years 12 months)

**(title not available)**

REXALL SUNDOWN

January, 1994 — January, 1995 (1 year)

* AMERICAN EXPRESS TRAVEL RELATED SERVICES, Plantation, FL 1986 - 1993

Education

**Florida Atlantic University**

B.A., Communications

* B.A., Communications, Florida Atlantic University, Boca Raton, FL

Achievements

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Associations

* School Advisory Council, J.P. Taravella High School
* Parent, Teacher, Student, Organization, J.P. Taravella High School
* Parent Volunteer Coordinator, Navy JROTC, J.P. Taravella High School