**Frederick Shamoon**

Niles, Ill. 60714

Frederick.w.shamoon@gmail.com 847-830-2964

**Qualification Highlights**

• Oracle • AS400 • WANG & MAC Inventory Control Software

• Another Example 1 • Another Example 2 • Another Example 3

**CCH - Wolters Kluwer: 04/14/2014 – Present**

**Customer Support Rep. II**

* Respond to inbound telephone, email and mail inquiries from various customers.
* Responsibilities include research using on and off line methods to access customer's accounts.
* Follow up with customers to ensure resolution of problems, as needed.
* Handle calls from the general Customer Care, Audit, and Bookstore queues.

**Forsythe: 03/20/2006 – 11/05/2013**

Product Sales Support Analyst - Nov. 2011- Nov. 2013

* Directly interacted with Product Specialists, Account Managers, Partners and Clients to identify, develop, qualify, and obtain complete information for solutions including hardware, software and services.
* Understand vital information on products and solutions that address technologies, competitive differentiators, configuration considerations and performance. Assist Account Managers/Product Specialists/Business Development Managers and/or independently conduct customer teleconference calls as needed to provide product expertise.
* Act as a technical SME I gathered client requirements on IT- infrastructure system configurations, including hardware and software.
* Obtain detailed configurations and costs for proposed solution, as well as information regarding competitive mark up or discount. Provide complete and accurate Client proposals using systems according to pre-defined standard service levels. Verify product availability meets and/or exceeds Client requirements. Provide updates on proposals provided to assigned accounts. Maintain records pertaining to each Client with respect to past proposals in order to strategically provide current proposals.
* Complete deal package by identifying, verifying and submitting information needed to process orders and obtaining necessary approvals when required. Validate that proposal matches Client documentation and revise quote as needed. Ensure final quote aligns with system, corporate and compensation requirements. Submit completed quote for procurement.
* Work independently with Clients, internal resources, and external partners to address and resolve questions/issues and provide timely solutions for activities related in the quote to cash process. Engage with Client support team for resolution on any outstanding issues.
* Assist in structuring transactions with Account Managers, Client support team, and vendor partners.
* Provide approval to Client support team and Clients on deal changes on behalf of AM. Track deal progression to ensure alignment with Client expectations.

**Client Procurement Coordinator – Key Accounts - March 2006-Nov. 2011**

**Promoted to Client Procurement Coordinator by the request of an Account manager**

* Managed order fulfillment cycle from purchase order creation through order release to invoice including: Review of booked orders for completeness, order placement with applicable vendor, monitoring the status of placed orders (ETA through delivery confirmation), systematic confirmation of delivered product and release to invoice.
* Communicate the status of open orders to internal and external customers including: ETAs, tracking/delivery information, escalations with vendors and any issue preventing the proper progression from purchase order creation through order release to invoice. Reconcile and resolve vendor and customer invoice discrepancies.
* Monitor open orders to ensure order booking to release to invoice department benchmarks are met or exceeded. Initiated resolution of any complex issues that arise in the order fulfillment cycle, escalated accordingly to the applicable party for assistance with resolution. Reviewed and update department reports daily with current transaction status.
* Offered suggestions to department management on ways to promote efficiencies in systems/processing.

**Received 2 Area Core Support-Central Area Award, an “A “Team Award, A Merit Award & 11 ON THE SPOT Awards.**

**Circuit City: 2005-Seasonal: Sales & Customer Service/Tech Support**

**Home Vision Entertainment: 04/1998-09/2005**

Warehouse Supervisor, duties included Data Entry, Scheduling LTL Carriers for pickup and providing the customer with all the data needed for tracking shipments and also helping in integrating the AS400 Program to communicate with the UPS world ship Software to improve the Shipping Process.

**Allied Films: 08/1996-04/1998**

Warehouse Crew Leader, duties included shipping, receiving, picking orders & Inventory control.

**Port-a-com: 09/1994-08/1996**

Store manager for a mobile & pager Store, duties included activating and repairing Pager & Mobile phones, customer service & direct sales.