

**ABOUT ME:**

I am a hard working logistics expert. I am learning front end web development and coding! I love roller derby and I love to skate.

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**EXPERIENCE:****Logistics Coordinator**

*Bodum, Inc - New York, NY - November 2017 to June 2018*

- Followed through on purchase orders from time of placement to receiving stock at 3PL. Maintained current and accurate purchasing and inventory data within ERP.
- Oversaw production and logistics around all Direct/Ex-Works orders.
- Interacted daily with overseas offices and suppliers to follow up on open purchase orders and to gather necessary documents for inbound freight.
- Executed and distributed all documentation for Purchase Orders exiting factory.
- Liaised with freight forwarders to coordinate optimal freight consolidation and shipment status.
- Tracked shipments to understand the inbound delivery schedule and communicated schedule or delays to all relevant departments.
- Problem solved through issues that may arise (out of stock, inbound freight delays, customs/FDA holds, customer orders, production issues, etc.)
- Communicated priorities for production to overseas headquarter.
- Collaborated on purchase plan determining the quantity and requested ship date inclusive of product launches and transitions to minimize inventory.
- Worked closely with Supply Chain Planner on forecasted sales to ensure accurate inventory plans.
- Reviewed forecast updates and question areas of concern.
- Expedited, deferred, or canceled Purchase Orders based upon weekly forecast changes as well as monthly review.
- Established and maintained safety stock levels using ABC analysis criteria.

**Customer Service Representative**

*The Judge Organization - Elizabeth, NJ - August 2016 to November 2017*

- Managed and maintained inventory for several commodities store at the warehouse.
- Served as the main contact for customer product planners; allocated orders into the SAP system, including "non-complying" orders.
- Created orders for customer shipments; checked inbound customer orders; entered information into the WMS. Processed orders by getting labels, recording information on batch control log and summarized data.
- Assisted customers in completing orders; created and updated records; acquired necessary work materials to ensure information is correct.
- Completed expediter assistance requests by researching problems with purchase orders, determined and indicated source of the problem and routed and completed request to warehouse workers.
- Responded to inquiries and complaints regarding work orders or shipments.
- Received copies of freight claims from warehouse workers, verified information against shipping documents, filed copied, and routed to relevant departments.
- Managed and maintained inventory for several commodities stored at the warehouse.
- Created weekly, monthly, and yearly inventory reports for customers; answered customer inquiries; maintained a daily log/schedule of inbound/outbound orders.
- Verified and processed stock transfers and returns.
- Provided training to new employees; provided technical guidance to staff as necessary; performed the work of other Customer Service Representatives to alleviate staff shortages.

**Customer Service Associate/ Purchasing Agent**

*Mondial Automotive - College Point, NY - July 2015 to July 2016*

- Managed and maintained the inventory of electrical equipment and components.
- Prepared purchase orders by verifying specifications and price; obtaining recommendations from suppliers for substitute items; obtaining approval from requisitioning department.
- Purchased inventory for 55 electrical and miscellaneous component vendors as well as purchased aftermarket Diesel Particulate Filters that meet DOT requirements in the state of New York.
- Updated cross-reference information from vendor and competitors.
- Quoted large public auction bids for automotive components for NY State contracts.
- Prepared sales reports and inventory audits.
- Cycle count electrical inventory.
- Verified purchase requisitions by comparing items requested to master list; clarifying unclear items; recommending alternatives, as well as updated cross-reference information from vendor and competitors.
- Forwarded available inventory items by verifying stock; scheduling delivery.
- Obtained purchased items by forwarding orders to suppliers; monitoring and expediting orders.
- Verified receipt of items by comparing items received to items ordered; resolves shipments in error with suppliers.
- Authorized payment for purchases by forwarding receiving documentation.
- Kept information accessible by sorting and filing documents.
- Provided purchasing planning and control information by collecting, analyzing, and summarizing data and trends.
- Updated job knowledge by participating in educational opportunities.

## Customer Service Representative/Sales Analyst

*Union Beer Distributors - Brooklyn, NY - May 2013 to July 2015*

- Maintained company wireless phone service accounts for all employees.
- Communicated technical problems with wireless devices to IT support associates.
- Registered Beer and Spirit Brands with the New York State Liquor Authority on behalf of Union Beer Distributors.
- Updated license and tax identification information in our database from our NY re-sell accounts.
- Supported the development and deployment of plan-o-grams and store layouts. Demonstrated software proficiency and made recommendations to assigned retail accounts in terms of department layouts and rule development to drive consistency and profit across the distributors' enterprise.
- Evaluated the potential impact of pricing modifications or prospective programming elements by reviewing pertinent sales data, research, and comparable examples to forecast sales.
- Uncovered market and brand opportunities by developing an understanding of category, customer and market dynamics and using this knowledge to assess brand performance.
- Prepared materials for supplier-planning meetings by aggregating and reviewing Focus Marketing data, internal sales data, spend data, important demographic and socioeconomic developments, and pricing and category trends.
- Maintained customer and supplier confidence by keeping appropriate information confidential.
- Contributed to team effort by accomplishing related results as needed.
- Contacted customers regarding product and delivery concerns.
- Worked with the team to maximize efficiency efforts regarding pricing accuracy, returned cases, sales maximization, replenishment efficiency, and void closure.
- Acted as a liaison between drivers, sales representatives, and sales managers regarding deliveries and inventory issues.
- Provided training to sales teams on how to interpret syndicated data and how to sell with the data.
- Perform other job-related duties as assigned.

## Assistant to the Director of Delivery

*Macy's & Bloomingdale's Furniture Warehouse - Edison, NJ - September 2010 to April 2013*

- Assisted in developing and implementing plans and goals for the department.
- Assisted with organizing and routing trucks that will be delivering to customers.
- Worked with the director to coordinate and supervise daily operations.
- Ensuring compliance with regulations and internal policies
- Monitored attainment of objectives.
- Assisted in budgeting and monitoring expenses.
- Maintained scheduling of events and represented the company when needed.
- Create reports and submit them to the director or other executives based on customer feedback to improve delivery efficacy.
- Fulfilled all other duties as assigned by the director.
- Contacted and aided customers with deliveries and delivery issues.
- Worked with sales associates and sales managers to improve customer delivery experience.
- Worked with the director on store accountability for failed deliveries.
- Designed visual material to go out to the customer, like delivery experience checklists & discount flyers.
- Fulfilled all other duties as assigned by the director.

**EDUCATION:** Seton Hall University, South Orange, NJ Bachelor of Arts in Social and Behavioral Science, August 2010

**SKILLS:** CRM, MICROSOFT OFFICE, QUICKBOOKS, Logistics, Customer Service, Dispatch, International, Supply Chain, 3PL, Import Export, Trucking, Shipping Receiving, Google+, Google Analytics, Google Docs, IOS, Mac OS X, Excel, AS400, SAP, Microsoft Dynamics AX, Shipping

**LANGUAGES:** Fluent in Spanish

*Willing to relocate: Anywhere | Authorized to work in the US for any employer*

*References available upon request.*

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## ASSESSMENTS:

Indeed Assessments are tests that job seekers can use to demonstrate their knowledge and abilities.

**Data Analysis | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Merchandise & Supply Storage Skills | Expert** (Jan 2019)

View my full results at: [HERE](#)

**Verbal Communication | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Attention to Detail Skills | Highly Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Problem Solving | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Organizational Skills | Highly Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Email Skills | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Customer Service Skills | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Written Communication | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Written Spanish for English Speakers | Expert** (Jan 2019)

View my full results at: [HERE](#)

**Social Media Skills | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Business Math Skills | Proficient** (Jan 2019)

View my full results at: [HERE](#)

**Basic Computer Skills | Expert** (Jan 2019)

View my full results at: [HERE](#)

**Proficiency with Microsoft Office: Mail & Calendar (Mac) | Proficient** (Jan 2019)

View my full results at: [HERE](#)

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