

EXECUTIVE SUMMARY

A seasoned Customer Service and Sales Support professional with over a decade of experience in the promotional products industry. Proven track record in enhancing customer satisfaction, streamlining order entry processes, and driving sales growth. Demonstrated ability to lead and optimize customer service operations, manage complex order systems, and develop effective sales strategies. Skilled in leveraging technology to improve efficiency and achieve business objectives.

KEY SKILLS

- Customer Service Excellence
- Strategic Sales Support
- Order Entry Efficiency
- Team Leadership & Development
- Operational Process Improvement
- Effective Communication
- Inventory & Stock Management
- Problem Resolution Expertise
- Performance Monitoring & Reporting
- Bilingual Proficiency (Spanish)
- Advanced CRM & ERP Systems
- Work-From-Home Adaptability

WORK EXPERIENCE

Sweda/ SnugZ USA, Remote,

02/2021 - 03/2024

Customer Care | Inside Sales Support Specialist

- **Sales Support & Order Management:** Expertly managed the entry and revision of 1500+ promotional product orders annually, including catalog quantity items and shipping charges, to ensure accurate and timely fulfillment, supporting sales operations and customer satisfaction.
- **Customer Support Excellence:** Handled 80+ daily inbound calls in a remote setting, resolving queries on order status and product details, which significantly enhanced customer satisfaction and loyalty.
- **Strategic Communication & Follow-Up:** Enhanced customer trust and team efficiency by proactively communicating order status, resolving pricing discrepancies, and ensuring diligent follow-up on estimates and proofs, impacting over 500 orders monthly.
- **Shipping Coordination & Issue Resolution:** Coordinated shipping modifications with major carriers like UPS and FedEx post-dispatch for 100+ orders per month and effectively managed claims, reducing customer complaints by + 25%.
- **Performance & Process Improvement:** Improved operational efficiency and service delivery in a work-from-home environment by maintaining meticulous records and implementing process enhancements, directly contributing to a 18% increase in order accuracy and customer communication efficiency.

ELCO Lighting, Los Angeles, Ca.

08/2020 - 02/2021

Order Entry | Customer Service Representative

- Ensured accurate stock availability for order fulfillment, directly supporting sales operations and customer satisfaction in a fast-paced environment.
- Expertly manually entered 75+ orders daily
- Provided exceptional customer service by efficiently handling phone inquiries, advising on order status, and managing stock availability concerns.
- Coordinated LTL (Less Than Truckload) pick-ups, optimizing logistics and delivery timelines, contributing to improved operational efficiency and customer experience.

Sweda, City of Industry, Ca.

03/2018 - 06/2020

Co-Op | Pricing Coordinator

- Developed and maintained yearly program pricing for multiple items, ensuring competitive and accurate pricing strategies that supported sales goals and customer satisfaction.
- Collaborated closely with inside sales teams to review and determine the renewal or cancellation of expiring programs, aligning sales strategies with market demands.
- Provided critical sales support by managing overflow calls and online chat inquiries, enhancing customer service and contributing to the efficiency of the sales process.

Logomark, Tustin, Ca.

04/2017 - 03/2018

Inside Sales Representative

- Delivered exceptional customer service by providing accurate quotes and product information via phone and email, addressing stock concerns with alternative solutions to meet client needs.
- Enhanced customer satisfaction and sales efficiency by reviewing purchase orders for pricing accuracy and processing sample and virtual requests, ensuring a seamless order entry process.
- Drove sales growth by making outbound calls to introduce new products and promotions, strengthening customer relationships and expanding market reach.

Innovation Line, Culver City, Ca.

04/2009 - 03/2017

Customer Service | Assistant Customer Service Manager | Order Entry Manager

- Led a customer service team of 7 in handling complex inquiries, including order status checks, stock availability, and processing orders, ensuring high customer satisfaction and efficient order management.
- Developed and implemented daily schedules for the Order Entry team, optimizing workflow and efficiency, while also managing escalated manager calls and serving as a backup for the Customer Service and Sales Managers.
- Oversaw critical operations including managing large orders over \$2500, ensuring stock availability, and coordinating with production to meet delivery deadlines, significantly enhancing order fulfillment and customer satisfaction.

EDUCATION

West Los Angeles College, West Los Angeles – 2004-2006

COMPUTER SKILLS

Mas90, Mas200, SAGE 100, CRM, Oracle, Adagio, SiteLine, and Outlook