

## Objective

Possess several years of experience providing Customer Service in Catalog Specialist in a variety of environments. Experience in high volume call centers taking inbound and outbound calls, collections, and account management. Also have data entry skills, strong attention to detail, and can accurately and thoroughly explain processes.

## Skills

Advanced Computer, Goal-oriented Individual, Ability To Work In A Team Environment.

## Work Experience

### Catalog Specialist

**ABC Corporation** - November 2007 – 2007

- Worked with clients in the kitchen and bath industry to create electronic catalogs for design software 20-20 Design.
- Maintained contact with clients to make updates to the catalog throughout the year.
- Helped create and maintain additional aspects of catalog, such as HTML and spec book integration.
- Managed a catalog customer service call center.
- Interacted over the phone and via email with designers to provide customer service and resolve catalog issues.
- Acted as a project manager and performed executive and secretarial duties within the office as needed.
- Created user manuals for products offered by the company to distribute to clients using Microsoft Word and Microsoft Publisher.

### Catalog Specialist

**Delta Corporation** - 2002 – 2007

- Maintained and upheld the integrity of the vendor master database in SAP, ran ABAP reports, assisted in analyzing vendor data-loads into SAP.
- Answer phones, search the Internet for customers for various products, and place and deliver catalog.
- Answer phones and problem solve when needed.
- Stock and fold merchandise to keep the department in a neat and orderly appearance.
- Transferred to Alamosa.
- Answered multi-line phone Updated client records for uniform changes Scanned and set up client logos, converting and editing digital images.
- Redesigned Fort Lewis Colleges online academic catalog for the state of Colorado Created over 150 online roadmaps to graduation for freshmen.

## Education

B.S. In Business