

ROBERT SMITH

Catalog Specialist

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Catalog Specialist with 5+ years of experience in Retrieving parts information from various sources, including computerized database, microfiche decks, hard copy files and catalogs. Responsible for Conveying retrieved information to customer via telephone.

MARCH 2004 - NOVEMBER 2005

CATALOG SPECIALIST - ABC CORPORATION

- Directed Hire, did research and analysis of aftermarket alternators and starters.
- Assisted in the creation of catalogs for publication.
- Worked with customer service representatives to satisfy customer alternator and starter requirements.
- Collaborated with the Marketing and Corporate Communications departments in the year-long process of creating the 1000 page company catalog.
- Involved editing data and catalog content such as; images, logos, technical drawings for products, layouts, and index creation.
- Collaborated with numerous teams and departments to accomplish projects in IT.
- Performed various data entry duties in Microsoft Excel and SQL Server programs.

2000 - 2004

CATALOG SPECIALIST - DELTA CORPORATION

- Received all pricing update forms and post new information such as pricing, status, and any other updates to the Price Revision Report in Oracle ERP.
- Maintained and upheld the integrity of the vendor master database in SAP, ran ABAP reports, assisted in analyzing vendor data-loads into SAP.
- Customer Service for the catalog dept, Cashier, I 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.

EDUCATION

GED



SKILLS

ProEngineer, Inventor, CATIA V5, Solid Works, Windchill, Intralink, AutoCad.