

ROBERT SMITH

Fulfillment Coordinator

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Seeking a challenging Fulfillment Coordinator position where I will have the opportunity to utilize my skills, knowledge, and education to assist in the growth and profitability of the company.

JUNE 1997 - AUGUST 2000

FULFILLMENT COORDINATOR - ABC CORPORATION

- Worked with artists, typesetters, layout personnel, marketing directors, and production managers to discuss projects and resolve problems.
- Obtained customers names, addresses, and billing information, product numbers, and specifications of items to be purchased, and enter this information on order forms.
- Compared information or figures on one record against the same data on other records, or with the original copy, to detect errors.
- Directed specified departments or units to prepare and ship orders to designated locations.
- Allocated print space for story text, photos, and illustrations according to space parameters and copy significance using knowledge of layout principles.
- Arranged for debt repayment or establish repayment schedules, based on customers financial situations.
- Collected payment for merchandise, record transactions, and send items such as checks or money orders for further processing.

2002 - 2005

FULFILLMENT COORDINATOR - DELTA CORPORATION

- Made sure we meet client SLAs Determined what machines the work needed to be assigned to Communicated any issues to management Supervised when needed.
- Created and implemented sensitive vendor out of the stock program to ensure orders were placed and provisioned as per the contract with vendor; Facilitated.
- Maintained database for all consumer travel information literature requests.
- Conducted daily research to maintain the TravelOK database.
- Reported directly to the E-Commerce Director Resolve customer problems in a timely and courteous manner Build custom sales.
- Created solutions for customers and expedite shipments.
- Contacted for large corporate companies.

EDUCATION

High School Diploma

SKILLS

Sales, Customer Service, Delivery, Inventory Management.