Robert Smith

Fulfillment Coordinator

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SUMMARY

Fulfillment Coordinator with 2+ years of experience in Organizing and maintaining fulfillment space daily. Maintaining relationships with shipping providers FedEx, UPS, etc.

SKILLS

Computer, Customer Service, Coordinating Skills.

WORK EXPERIENCE

Fulfillment Coordinator

ABC Corporation - May 2016 – October 2018

- Ensured SMART Accommodations are completed for each marketing guest who arrives.
- Created all welcome letters for on and off property guests and deliver to the Front Desk the day prior to arrival for all marketing guests.
- Ensured sales taxes and arrival notes are entered for each marketing guest.
- Handled any and all customer guest check-in and/or hotel issues, resolving all issues prior to guest scheduled tour presentation.
- Ensured a performance standard of arrivals to tours of at least 96%.
- Coordinated tour no shows with the Reservations team so that the guest tour can be rescheduled prior to their departure.
- Performed all other duties deemed necessary by the department manager.

Fulfillment Coordinator

Delta Corporation - 2017 – 2020

- Ensured a high level of customer service to all Marketing Guests of the resort.
- Ensured SMART Accommodations are completed for each marketing guest who arrives.
- Created all welcome letters for on and off property guests and deliver to the Front Desk the day prior to arrival for all marketing guests.
- Ensured sales taxes and arrival notes are entered for each marketing guest.
- Handled any and all customer guest check-in and/or hotel issues, resolving all issues prior to guest scheduled tour presentation.
- Ensured a performance standard of arrivals to tours of at least 96%.
- Called all hotels and report on no shows to the hotel on a daily basis.

EDUCATION

Diploma - 2000(Howard High School - Wilmington, DE)

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