

ROBERT SMITH

Inside Sales Coordinator IV

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Inside Sales Coordinator IV with 27 years of experience in the Manufacturing domain is seeking to use my experience and skills coordinating sales orders and providing administrative and customer support in an environment that is personally and professionally rewarding.

CORE COMPETENCIES

Sales, Sales Support, Microsoft Window, Word, Excel, Outlook, CRM, Oracle, Payroll, Accounts Receivable, Accounts Payable, Phones, Purchase Orders, E-1 System.

PROFESSIONAL EXPERIENCE

Inside Sales Coordinator IV

Semasys, Inc - August 1990 – March 2013

Key Deliverables:

- Supported 3-4 field sales representatives in support of a portfolio of large national retail chain customers.
- Collaborated with sales reps and customer contacts to generate quotes for purchases.
- Coordinated with the plant manager to generate production timeline estimates.
- Compiled required information for order production release, including the customer information and purchase order numbers, custom order details if applicable, customer packaging requirements and special distribution instructions.
- Tracked order progress through the production process and provide updates to customer relative to shipping timelines as necessary.
- Confirmed order shipments and receipt of inventory at customer sites.
- Provided tracking reports to customers as requested.

Inside Sales Coordinator

ABC Corp - 1986 – 1990

Key Deliverables:

- Maintained the list of commonly purchased items by the customer with expected timing to forecast upcoming sales and provided increased customer service.
- Partnered with a field sales representative to provide focused support to selected high profile large national retail chain customers.
- Generated sales quotes including production timing and shipping estimates.
- Coordinated with production plant to track progress and provide customer updates as required.
- Coordinated with shipping department to ensure timely delivery to each customer location as specified in the purchase orders.
- Understood all executed contract terms for assigned customers through collaboration with contracts, pricing, and sales.
- Managed all aspects of the customer relationship and daily interactions.

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EDUCATION

- Certificate in General Office Administration - 1986(Eastern Oklahoma County Vo-Tech - Choctaw, OK)