

# ROBERT SMITH

## Inside Sales Coordinator III

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Professional, detail-oriented Inside Sales Coordinator III with over 17 plus years experience, strong organizational abilities and exceptional verbal and written communication skills; repeated success in organizing projects, systems and resolving customer service issues; enthusiastic team player with a genuine commitment to high-quality service.

## EXPERIENCE

### Inside Sales Coordinator III

#### JAI - JUNE 2010 - PRESENT

- Primary contact for all U.S Eastern region and U.S government purchase order requests.
- Reviewing all purchase orders to ensure they are within the company terms and requirements.
- Communicating to the customer the specifics if the purchase order is not accepted and follow through until resolved.
- Coordinating with JAI manufacturing floor both in U.S and Japan for order confirmation dates.
- Once order ship date is confirmed, the sales order is updated and order confirmation is sent to the customer.
- Updating the customer of any orders that are in jeopardy of missed ship dates.
- Running SAP report and providing a daily book to bill report to upper management.

### Service Representative

#### Asyst Technologies, Inc - JANUARY 2000 - APRIL 2009

- Oversaw entire Return Material Authorization (RMA) process for semiconductor wafer handling equipment manufacturer.
- Knowledge of backlog and value of material on repair production floor.
- Issued RMA numbers and quotes for repair, overhaul and refurbishment programs.
- Planned and tracked repair work through the in-house production floor.
- Managed local and overseas vendors who repaired customer units that were not able to be handled by our in-house technicians.
- Established excellent relationships with vendors and able to negotiate pricing discounts successfully without sacrificing customer quality.
- Sold strategic customers overhaul and refurbishment programs for older equipment.

## EDUCATION

- Associates in Business Administration - 2000 (Sacred Heart University )

## SKILLS

MS Office: Word, Excel, Milemaker Communication Style PowerPoint, Outlook, Predictive Dialers, Excellent Time Publisher And MS 365, Automatic Call Management, Cisco Unified Distributors (ACD)