

# Robert Smith

## Fulfillment Dept. - Order Entry Clerk

### CONTACT DETAILS

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### PERSONAL STATEMENT

To be in a stable position within a well-established company that will continue to present a challenge. To improve educational qualifications in the chosen field.

### WORK EXPERIENCE

#### **Fulfillment Dept. - Order Entry Clerk**

ABC Corporation - March 2006 - March 2007

##### *Responsibilities:*

- Printed & prepped orders for entry & entered them and Tracked and traced orders through various vendors and carriers.
- Answered an average of 5-10 calls per day by addressing customer inquiries and solving problems.
- Described product to customers and accurately explained details and care of merchandise.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Provided an elevated customer experience to generate a loyal clientele.
- Effectively communicated with and supported sales and administrative teams on a daily basis.
- Performs reporting transactions within the system to monitor orders held for clarification, and monthly reporting of orders processed.

#### **Order Entry Clerk**

ABC Corporation - 2002 - 2006

##### *Responsibilities:*

- Verified the accuracy of billing data and corrected any errors.
- Knowledge of the SAP system along with the POS.
- Contacted customers to obtain or relay appropriate account information.
- Performed bookkeeping work which included posting data or maintaining other records regarding costs of goods or services, and/or the shipment of goods.
- Prepared itemized statements, bills and invoices.
- Recorded amounts due for items purchased or services rendered.
- Maintained a high level of customer service..

### Education

Interior Design - September 1997(Madison Area Technical College - Madison, WI)

### SKILLS

Computer, Inventory Management,

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)