

Robert Smith

Order Management Coordinator

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SUMMARY

A pleasant, well-rounded flexible team player in both small and large organizations. Significant experience with high volume transactional systems which require a high degree of accuracy including financial, inventory, and billing processing. Proficient in Microsoft Windows XP, Excel, Word, and Outlook as well as Lotus and various text editors - Experience with order processing systems - Knowledge of Inventory Control systems and processes - Effectively handles incoming call loads on switchboards - Typing speed of 60 WPM/ 10 key 370 KSPM.

SKILLS

Microsoft, Customer Service, Computer, Data Entry, Excel, Filing, Faxing, Hiring, Hiring, Keyboarding, Ms. Word, Outlook, Training, Typing, Windows, Access, Access.

WORK EXPERIENCE

Order Management Coordinator

ABC Corporation - July 2005 - March 2006

- Managed repair/return of defective equipment.
- Conducted training for administrative procedures.
- Executed merchandise return, dump and donate as necessary.
- Cross-trained on order processing for games and conversions.
- Produced and maintained common spare parts list for external and internal customers.
- Addressed any backorders created.
- Ran weekly reports designed to keep the system clean and accurate (using pivot tables and Crystal Reports) Report exceptions or potential issues to management in a proactive manner, while providing suggestions for resolution.

Order Management Coordinator

Delta Corporation - 2003 - 2005

- IHS career started as an entry-level position delivering inter-company mail and working on the international shipping line.
- After a promotion, the following portion was spent filling orders for computer equipment while maintaining a detailed inventory list.
- After further promotion, the final portion of the IHS career took place in the corporate office processing orders, invoicing purchases and .
- Manage communication between customers and Distribution Centers Process orders from customers and communicate any changes made Communicate non-.
- Screen all online orders.
- Courtesy customer calls.
- Bank verifications.

EDUCATION

Diploma In General