

ROBERT SMITH

Order Management Representative

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More than 10 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems. Possess solid computer skills. Excellent working knowledge using MRP, Dell, and IBM systems; Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word, Microsoft Access, Microsoft PowerPoint, EDI, and SAP.

EXPERIENCE

Order Management Representative

ABC Corporation - 2014 - 2015

- Proactively managed the order file and process customer orders in SAP in a timely and efficient manner free of errors.
- Communicated with our customer base and provide industry leading service levels to Morton/Windsor Salt customers.
- Provided support to the Sales / Marketing and Supply Chain departments ensuring all orders and deliveries of our products are made in a timely and accurate fashion exceeding customer expectations.
- Processed customer orders received via telephone, fax, electronic data interchange (EDI), and mail to ensure accurate and timely delivery of orders.
- Collaborated with sales, marketing and retailers to adjust and/or correct orders as needed.
- Orders processed expediently and accurately including but not limited to Resolution and re-determination of price variances, Correct incompletes in order file, Daily review of order blocks, Analyze fill-rate of orders Provide highest level of customer service and support to business partners and retailers.
- Accurately maintained customer database, tax exemption files and special order instructions.

Order Management Representative

Delta Corporation - 1996 - 2001

- Manage incoming orders on a daily basis.
- Verify and validate all data and financing Ensure order is complete from entry to delivery Work closely with finance company for funding.
- Assist vendors and customers with status inquiries and troubleshoot sales orders transmitted electronically to resolve work flow issues and maintain .
- Work with procurement department to create daily shipping reports and remaining inventory levels.
- Maintained detailed and organized order management reports Works

well under pressure with time sensitive projects/orders Resolved credit holds by .

- National) Full-time 40 per week Worked with Sales Force database to process national business class orders.
- Provided excellent customer responsiveness to calls/communications received.

EDUCATION

- Bachelor Of Arts In Business Administration

SKILLS

MS Office, Management Skills, Communication Skills.