

ROBERT SMITH

Order Management Specialist-Operations

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Highly skilled and dedicated Order Management Specialist seeking a position as Purchasing Agent with a successful and thriving business.

2010 - 2015

ORDER MANAGEMENT SPECIALIST-OPERATIONS - ABC CORPORATION

- Ensure compliance with all company and business policies and administer all open sales orders and ensure appropriate order flow.
- Manage all communication with all sales department orders and process all customer orders and shipment of products and ensure optimal practices for all processes.
- Prepare and update various sales orders through the appropriate SRS ticket system and provide an update on all CAS orders.
- Monitor all vendor performance and evaluate all orders and provide all required approvals.
- Verify all order lines and prepare order reports on an everyday basis and manage all shipments.
- Respond to all inquiries for all status orders and resolve all customer issues and prepare an efficient schedule for projects.
- Train and prepare transition teams for international placement and implementation.

2008 - 2010

ORDER MANAGEMENT SPECIALIST - ABC CORPORATION

- Effectively execute the strategic financial and operational objectives as established by the respective team supervisor.
- Coordinate work of sales department with production and shipping department to implement fulfillment of contracts.
- Effectively process customer orders, returns, and expedited order fulfillment to improve the level of customer service.
- Coordinate and support Sales, Administration, Marketing and Field Sales Reps, to ensure the timely processing of all orders.
- Define, revise and implement processes and procedures to improve the efficiency of the order entry process.
- Manage customer requests for information and basic technical assistance, providing the highest level of customer service and support Manage post receipt order activity, (i.e.
- delivery date or delivery terms changes, quantity, item deletions, and additions).

EDUCATION

GED - (Renton Technical College)

SKILLS

Sap, Metal Trax, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Powerpoint, Export Compliance.