ROBERT SMITH

Jr. Order Management Specialist

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SUMMARY

Experienced Order Management Specialist who exhibits a professional demeanor and excellent communication and interpersonal skills. Skilled at evaluating both verbal and written customer contact by agents while coaching them for success in executing superior service to customers. Able to rapidly gain product knowledge.

CORE COMPETENCIES

SAP, Process Improvement, Process Improvement, Business Analysis, Microsoft Office, Microsoft Office.

PROFESSIONAL EXPERIENCE

Jr. Order Management Specialist

ABC Corporation - 2010 – 2015

Key Deliverables:

- 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).

Order Management Specialist

Hawk Ridge Systems - 2007 – 2010

Key Deliverables:

- Review new sales orders for network compatibility, pricing, discounts, and approvals.
- Process Solidworks 3D software orders from Sales and Subscription Renewal teams with excellent details and accuracy.
- Provide customers and internal departments with software license information and account change requests.
- Address order-related and product questions.
- Post Sales Reconciliation order confirmations and database updates.

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- Keep current on all price, policy and promotion changes.
- Assist with special projects database clean up and new update rollouts.

EDUCATION

Associates in Management Information Systems - 2006 (Liberty University - Lynchburg, VA)

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