Sales Operations

ROBERT SMITH

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Objective

Professional looking to expand and enhance the experience with a successful company. Through dedication and determination, know diverse skills and qualifications will make me an asset to your organization.

Skills

Adobe Suite, Microsoft Office, Proficiency in MAC and Windows OS, Social Media, Video Production & Editing, Copywriting.

Work Experience

Sales Operations

ABC Corporation - October 2001 – May 2005

- Managed all vendor relationships ensured were met and the quality of the product was acceptable.
- Used forecasting system to establish inventory levels, create delivery and ensured overall store budget was not exceeded by inventory or staffing needs.
- Responsible for customer service, sales when needed, merchandising, inventory control, cash handling procedures.
- Content area expert on methods and procedures; trained new employees implemented extensive inventory tracking system.
- Acted as Manager on duty as needed, handling cash drawers, coaching, and manuals per compliance.
- Reduced inventory loss rate from over 5% to below 1% using the organizational and complex inventory tracking system.
- Used software to forecast orders and inventory 6-9 months out and adapted production schedules as needed.

Sales Operations

ABC Corporation - 1999 – 2001

- Commerce, CA June 2008-June 2014 Responsible for key account vendors Target, Costco, Dillards, and Macys as well as some smaller accounts.
- Product selection, preparation of quotations and customer presentations of product for sales calls.
- Daily communication with overseas factories on pricing, samples, and production issues.
- Review and process new customer orders.
- Following up on order status with various inter-departments to ensure on time delivery of product.
- Resolving issues with customers, working to ensure a fair outcome for both company and customer.
- Mentoring new employees as part of new employee training..

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Education

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