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# Jane Smith

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## SENIOR CUSTOMER SERVICE MANAGEMENT / CO-ORDINATION

♦ CRM - Office Management - Logistics - Distribution ♦

Over 25 years experience and a proven track record of managing logistics, most recently looking after a portfolio of Blue Chip customers, adding value to business and generating new sales whilst improving the customer service experience. Possessing excellent experience dealing with key accounts, administration, working to tight schedules and dealing with logistics queries. Now looking for a similar, full-time CRM appointment in the North East.

## AREAS OF EXPERTISE

- Customer Service Management
- Sales Support
- Logistics / Distribution
- Administration
- Office Administration
- PR Communications
- Import / Export
- Computer Literacy
- Stock Control
- Logistics Support
- Reception
- Quality Assurance

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Company A (1993 - September 2007)

### SENIOR CUSTOMER CARE CO-ORDINATOR

1998 - 2008

Company A., Northumberland (Manufacturer of Plastic Packaging)

Solely responsible for managing a portfolio of Blue Chip customers such as Companies X, Y and Z. The first point of contact for all customers' enquiries and complaints, regarding shipping, quantities in transit and recovery plans for existing arrears. Responding to changed demands at very short notice. Reconciling schedules for orders.

- Direct communications and liaison in person when required to determine and check machine specifications and packaging with Head Office in Denmark (sizing of product and design etc.) and product specifications with customers.
  - Ensured smooth deliveries through liaison with haulage contractors. Traced late consignments and investigated incorrect quantities usually via the haulage company. Oversaw transport, picking quantities, warehouse, despatch and shipping timescales and identifying any variances in the paperwork.
  - Co-ordinated and priced all new business.
  - Planned contingencies and assisted in trouble shooting / problem solving.
  - Controlled specialized, niche products - one of the first companies to produce and label the stand-up bag.
  - Introduced changes that freed-up previously abandoned telephone calls.
  - Determined validity of credit notes, and insurance claims.
  - Met all targeted levels of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) whilst achieving the highest level of customer service.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

*Company A, (continued)*

### Sales Support:

- Overseeing contact with customers initiating orders, dealing with queries / problems, preparing quotations, order registration on IBM AS400 system.

### Production Planning:

- Overseeing stock ordering, packaging and purchases, planning jobs to customer specifications and budget.
- Helped developed scheduling systems and production plans that ensured production continuity.
- Determined production quantities against ever changing customer requirements.
- Achieved optimum stock levels, and purchased sufficient raw materials to allow short-term demand changes by customers.
- Identified and solved shortfalls against the production plan, liaising back to the customers and making the necessary administrative adjustments.
- Helped transfer and establish all UK business in Flensburg, Germany with regular liaison visits.

### KEY ACCOUNT ADMINISTRATOR

1995 - 1998

- Controlled and optimized stock-holding for customers using excel spreadsheet.
- Controlled orders and despatch.
- Organised and hosted PR / VIP Visits.
- Developed knowledge of "Working Product System"

### EARLY CAREER SUMMARY

Receptionist / Administrator	Company B Electronics	1992-95
Senior Clerk	Company C Assurance	1980-89
Receptionist (Heavy Haulage Back-up)	Company D	1977-80

### PERSONAL

<i>Interests and Pastimes:</i>	Travel, Keeping fit.
<i>Mobility:</i>	Full clean driving license.
<i>Born:</i>	1963.
<i>Marital Status:</i>	Single.

*References available on request.*