



# ESSEX TEMPORARY SERVICES<sup>INC</sup>

Established 1966

1501 Broadway New York, NY 10036 • (Tel) 212-391-1515 / (Fax) 212-361-3624

**For further assistance call The Essex Companies at 212-391-1515**

ET 326169

## **OPERATIONS COORDINATOR (TEMP CONTRACT)**

LUXOTTICA USA Inc.- Port Washington, NY – May 2017-February 2018

- Coordinates and ensures processing of specific request (sales reports or tracker, UPC codes, pictures, MBO etc...)
- Partners with the Account Management teams to address and resolve all issues regarding customer billing issues, PC and shipping.
- Researches, resolves and responds to questions regarding invoice discrepancies and accounts on credit hold.
- Interacts with each and every department on behalf of the Account Manager to filter all requests received and distribute accordingly. Collects back response and information and provides to the respective manager.
- Collects orders from Account Managers and interacts with Customer Service to ensure orders are being processed in a timely manner from the Account Managers.
- Works with Allocation Manager and Distribution Center to ensure timely shipping of orders.
- Works with Customer Maintenance to update/change/revise any detail to the profile of the customer (ie: bill to/ship to addresses, contact info, billing terms, all specifications of the customer).
- Works with Distribution to open/close new accounts, approval for brands, and saturations to carry lines in specific territories.

## **ASSISTANT MANAGER- OPERATIONS (FIXED CONTRACT)**

PRIME-NOW AMAZON CORPORATE LLC - New York, NY – November 2015 to March 2017

- Coordinate physical and virtual workflows, or flow of orders and materials to ensure products are shipped on time to meet customer delivery promise
- Lead the order batching strategy to ensure efficiency while protecting customer experience
- Allocate labor, lead meetings, direct and assign job duties for Fulfillment Associates
- Perform in depth problem solving in all areas to ensure successful and continuous operations
- Perform administrative duties, and additional functions, as needed and determined by management
- Carry out duties in accordance with Standard Operating Procedures (SOPs.)
- Assist with the training of new associates to ensure they have the right knowledge to carry out tasks required

## **OPERATION SUPERVISOR**

FRESH DIRECT LLC – LIC, NY - September 2008 to October 2015

- Supervise daily employee scheduling based on Traffic, Weather, Location, and Demand
- Customer Service Relations; General Administrative Work
- Planning and Coordinating Routing for Logistics
- Maintain and Supervise Proper Scheduling of Deliveries
- Supervise daily Logistics and operate analytics for senior Managers
- Instruct Front Line Employees with Daily Expectations and Company Protocol
- Knowledge of CRM and AirClic (Logistics Tracker) Software; SAP
- Point of Contact with Customer Issues and the Employees
- Create At Risk Reports for Operation Team: System Operation

## **Bachelor of Arts in Environmental Sciences**

QUEENS COLLEGE- CITY UNIVERSITY OF NEW YORK

March 2009