

ESSEX TEMPORARY SERVICES^{INC}

Established 1966

1501 Broadway New York, NY 10036 • (Tel) 212-391-1515 / (Fax) 212-362-3624

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

ET 8416

- **OBJECTIVE:** To seek a fulltime position that will utilize my skills and experience with opportunity for growth and advancement.

EXPERIENCES:

Cera Tile

Jamaica, New York

5/2018 – 2/2019

Customer Service Representative

(7 plus months only)

- Greeted and assisted customers/clients that enter the showroom or office to review tiles and inquire more about the company
- Acted as first point of contact via phone when anyone calls into the office
- Key liaison between customers/clients within the office and sales managers
- Provided general administrative support for the team/office
- Provided impeccable customer service to customers/clients, colleagues and staff
- Updated of all customer account locally.
- Accounts payable: verified invoices are correct, authorized and processed
- Collect cash payments when necessary for all orders and provide receipts.
- Always in the warehouse around looking at stocks we have and double checking to make sure we have or don't have supplies the customer want.
- Always working very closely with the wearhouse workers on a daily basis.
- Provided samples, orders, quotes and pricing for all customers
- Called and updated customers/clients weekly regarding their orders and accounts
- Handled all shipments for customer orders and provided tracking and updates
- Created and maintained spreadsheets for some customers
- Called in and scheduled all out of state shipments via VIA EXPEESS
- Replenished samples for showroom as needed
- Copied, faxed, filed, emailed, and recorded keeping for all active and past orders.
- Always give directions to drivers with containers delivers and customers who was visiting.

GranitiFiandre by TransCeramica Ltd., New York, New York

10/2012 – 12/2017

Customer Service Representative

(5 years 3 months)

- Greeted and assisted customers/clients that enter the showroom to review tiles and inquire more about the company
- Acted as first point of contact via phone when anyone calls into the office
- Key liaison between customers/clients within the US and Aboard and sales managers
- Provided general administrative support for the NY office
- Managed operations/building facilities (handled all requests of special cleaning, leaks, room temperature, key processing, and acted as contact for work to be done on premises or for customers/clients)
- Provided impeccable customer service to customers/clients, colleagues and staff
- Oversaw the updated of all customer local and national accounts
- Accounts payable: verified invoices are correct, authorized and processed
- Provided samples, orders, quotes and pricing for all customers/clients
- Called and updated customers/clients weekly regarding their orders and accounts
- Handled all shipments for customer orders and provided tracking and updates
- Created and maintained spreadsheets for some major national accounts for customers
- Directed contact for IT department support (phone system updates, office equipment and computer set-up/ troubleshooting)
- Set-up network solutions, support and tackled general computer difficulties,
- Managed billing renewals for vendors and provided account set-up process and flow
- Called in and set up all container or crates pickup for NY showroom location
- Office/Kitchen up keep and supply replenishment
- Replenished samples for showroom as needed

Long Island City, New York

Major: Business Administration

Graduated on December----2001 with an Associate in Science.

Hillcrest High School

Jamaica, New York

Graduated on June----1994.

SKILLS:

- Microsoft Office 2000 and MS Windows 98/ Professional XP and Office: Excel, Word Perfect, Access, Data Entry, MS Word, MS Outlook, Mainframe Emulation Software, Citrix system, payroll, timesheets, scheduling, report billings, filing, type 45 wpm; office machinery: fax, photocopier, scanner and computerized register.

My qualities are:

- Flexibility and resilient
- Ability to adapt in any situation
- Positive attitude, energetic and enthusiastic
- Outgoing
- Use initiative / proactive friendly - liaise with senior levels
- Confident + professional/personal presentation
- Reliability
- Ability to multi-task
- Excellent customer service skills
- Team player
- Very organized - attention to detail

References available upon request.