

SUSAN PULLEY

2325 BRIDWELL RD
IOWA PARK, TX 76367
(940) 855-3449
(940) 337-6682
spulley62@rhinowimax.com

Career Objectives

To utilize my skills and experience to help increase efficiency and productivity in the work place

Summary of Qualifications

System Analyst
Inventory Control
Production Control
Shipping & Receiving
Customer Service
Telephone Experience
Office Experience
Type 62 wpm
10 key
Good organizational skills, strong initiative, self starter, and strong attention to detail

Work History

Metasys Technologies/Contracted through AT&T, WICHITA FALLS, Texas

Lead Field Support Agent

Sep 12, 2012 - May 20, 2014

- * Provided technical support & guidance to technicians who were diagnosing, troubleshooting, repairing, & installing complex television/cable/DSL circuits
- * Became a Senior Agent in February of 2013 where I provided support to users where the product was highly technical or sophisticated nature. Worked on complex problems where analysis of situations or data required an in-depth evaluation
- * Used judgment within defined practices & policies in selecting methods & techniques & evaluation criterion for obtaining results
- * Was selected along with 12 other of my peers as a Lead Agent in October 2013 where I utilized my leadership skills by conducting coaching sessions with agents assigned to my team in order to help improve morale & job performance
- * Recognized by company as a Subject Matter Expert in March of 2014 for a BPC Trial. Provided support & determined validation when technicians called in to report a Bad Plant Condition in the field. Input correct information into the system to be routed to appropriate department in order to have the condition repaired.

Carter Aerospace Development, WICHITA FALLS, Texas

Warehouse Assistant

Dec 08, 2011 - Jun 29, 2012

- * Inventory Control
- * Data Entry
- * Set up locations in the warehouse for better organization of inventory
- * Pulled inventory and set up kits to be issued to the shop floor in order to build aircraft
- * Worked with Purchasing/Warehouse to ship or deliver parts to vendors for various work to be done and then received in the parts when they came back from the vendors

Midwest Dental Equipment and Supply, WICHITA FALLS, Texas

Purchasing Clerk

Nov 22, 2010 - Sep 23, 2011

- * Contacted vendors via telephone/email to check on the status of purchase orders and updated dates and notes in the computer system.
- * Entered and faxed purchase orders.
- * Other duties as needed

ABB, Inc., Texas

Warehouse Management System Analyst

May 16, 1989 - Mar 31, 2010

- * Focused on continuous improvement opportunities in the use of WMS & key business systems
- * Was 1st level of support for warehouse management software. Liaison between warehouse management software & ABB for software support needs

- * Trained operators in the use of warehouse management software
- * Maintained WMS master files to ensure accurate information
- * Developed a good understanding of shop floor control & routings by working in production control for 10 years
- * Understood & maintained relationship between AS400/SAP systems & WMS
- * Reviewed exceptions reports & made necessary corrections to existing items & systems for improvement and elimination of problems
- * Monitored daily counts to support cycle count and inventory requirements
- * Coordinated efforts through Warehouse Manager & Warehouse Lead
- * Worked in Supply Management for 2 yrs placing orders & expediting with ABB companies over seas
- * Possessed good organizational skills, strong initiative, self starter, & have a strong attention to detail
- * ISO Internal Auditor

Education

Olney High School
High School Diploma/GED

Computer Skills

Typing Speed: 62 Words Per Minute

- Data Entry Terminal (PDT, Mainframe Terminal, etc)
- EMail Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Peripheral Devices (Scanners, Printers, etc)
- Personal Computers
- Spreadsheet Software (Calc, Excel, etc)
- Word Processing Software (Word, WordPerfect, etc)

Additional Computer Skills:

AS400
 Exceed
 White's Carousel
 MHS
 Maytech
 DBA
 SAP
 Outlook

References

Carolyn Phillips

Human Resources/Co-worker
 ABB, Inc.
 (940) 235-0421

Doug Ruth

Warehouse Manager/Prev. Boss
 ABB, Inc.
 (940) 447-0379

Mary Mitchell

Client Relationship Manager
 Metasys Technologies
 (713) 492-9151

Kim Tomlinson

Executive Director/Friend
 Rathgeber House
 (940) 781-3802