

# SHELBY STREIT

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## OBJECTIVE

To secure a position in a well-established organization where I can contribute to the successes of the company with my 20+ years of experience in customer service, project management, administrative support, shipping and purchasing.

## SKILLS PROFILE

- Focused, effective, efficient, dependable, timely and accuracy driven project organizer
- Effective leader & patient mentor that thrives under multi-project and deadline-driven workloads
- Dependable, timely and accuracy driven individual with strong communication & human relations skills

## EMPLOYMENT HISTORY

### Aftermarket Specialist / Special Accounts Manager

9/30/2013 — present

*Phillips & Temro Industries – 9700 West 74<sup>th</sup> Street / Eden Prairie, Mn 55344 / 952-918-9700*

- All aspects of customer service, order entry, phones, faxes, emails, processing of debits/credits & returns, inquiries regarding inventory levels, ship dates and tracking of orders
- Technical support and product recommendation to Aftermarket Customers and Endusers

### Customer Service, Sample Fulfillment, Office Coordinator, Purchasing

3/1/2007 — 10/12/2012

*Gage & Gage – 4950 12<sup>th</sup> Ave East / Shakopee, Mn 55379 / 952-403-1193*

- All aspects of customer service, order entry, phones, faxes, emails, processing of debits/credits & returns, quotes, inquiries regarding inventory levels, ship dates and tracking of orders
- Organized & maintained sample levels, pulled/packed/shipped via US Mail/UPS/Fedex in the most timely & cost effective fashion
- Ordered office supplies, organized inventory/cleaning teams, organized bulk mailings, proofreading/catalog distribution
- Ordered & maintained proper inventory levels from vendors, assisted with receiving of product to ensure correct items & quantities, processed reconciliation of overages/shortages & damages, set up shipping for LTL/TL shipments

### Operations Specialist

1/2/2003 — 2/20/2007

*Distribution by Air/Walterman, Inc – 14575 Grand Ave So / Burnsville, Mn 55306 / 952-892-0050*

- All aspects of customer service, data entry, phones, faxes, emails, quotes, mail, database maintenance of carriers, agents & contacts necessary to successfully handle 24/7/365 operations
- Set up pickup & delivery agents for air hauls & line hauls for specialized, time sensitive and oversized shipments all over the US & Canada, responsible for proper paperwork and audits for TSA and DHS compliance, processed most international paperwork
- Set up catering for sales calls, ordered office supplies and processed outbound invoices

### Customer Service, Area Team Specialist

12/1/2000 — 12/30/2003

*BASF Construction Chemicals – 889 Valley Park Dr / Shakopee, Mn 55379 / 952-496-6000*

- All aspects of customer service, data entry, phones, faxes, mail, shipping quotes, price quotes, confirmed shipping dates, production dates, tracking, processed debits/credits and returns

## ACTIVITIES

- Volunteering: Shakopee School District, Westwood Community Church VBS, Bridge Chiropractic Shakopee Kids Day
- Hobbies: Reading, Gardening, Canning, Baking, Fishing, Rock Hunting