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## JAMES REED

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(303)478-6788/jtreed007@live.com

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### SUMMARY OF QUALIFICATIONS

Result-driven and customer-focused **Business Professional** with 14 years of experience working within competitive industries and fast-paced environments, with an emphasis on productive work procedures, effective sales and service strategies, shipping and receiving coordinator, accurate account management, and superior client services. Natural leader who excels at creating solutions for the customer as well as the company. Strong communication skills, serving as a valuable company representative. Successful record of accomplishing set goals and objectives.

#### Expertise encompasses:

Shipping and Receiving Coordinator • ITAR top secret certified • Customer Service • Account Management • On-going Client Services  
Sales • Product and Service Marketing • Office Administration/Department Support  
Team Training and Management • Internal Process Improvements • Best Practices

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### EXPERIENCE

#### Shipping and Receiving Coordinator | Arrow Electronics | Denver Technology, Center CO 2013 – 2014

Working together with manufacturing vendors to support supply chain need for military factories, provide accurate lead-times as well as successfully expediting parts to assure on-time delivery.

- Assisting the need to keep Harris military factory running at all times, with developing strategies of making successful lead-time as well as executing proper business protocol.
- Maintaining factory run-rates by conducting timely product purchases and correct shipping. While securing product in Arrow warehouse OH3 or in company bond.
- Multi-tasking under a stressful environment, while managing the shipping of over millions of parts monthly to arrive at Harris in due time.
- Teaching and train less tenured employees, helping them understand the complex system of operating there vendor list and supporting there customer factories.
- Recognized for being top of his class, and put on the most challenging account in the field.

#### Sales and Service Representative | Dish Network | Lakewood and Littleton, CO 2009 – 2013

Capably sold products and assisted customers, providing accurate and timely product information while encouraging the use of additional products and services.

- Built rapport with customers while identifying specific needs and developing a customized solution for each customer. Discussed pricing and service options, negotiated contracts, and closed the sale. Utilized effective up-selling techniques and became the leader in Average Revenue per User (ARPU) up-selling.
- Provided ongoing service to customers after the initial sale, answering questions and resolving outstanding issues. Worked collaboratively with Technical Support when a client encountered a technical problem. Clarified the customer's issue, created and tracked tickets within the system, and followed up with the customer to ensure proper resolution.
- Trained and mentored junior employees, educating team members on products and best practices for increased sales and customer satisfaction.
- Assisted with productive marketing initiatives, conducting phone surveys and direct mail campaigns that led to increased company revenue. Developed new and innovative marketing and networking strategies that broadened market share and generated revenue.
- Maintained accurate account information and sales records, using the database to track business activity.
- Continually given additional roles and projects due to excellent results and service. Took on a Blockbuster and Door-to-Door project and became a Top Seller of Dish in these 2 categories.
- Consistently exceeded sales quotas. Ranked as the Top Performer for inside sales several times.
- Recognized as the Top Seller of advanced products such as GoogleTV and Sling Adapter.

**Pharmaceutical Technician** | Walgreens | Highlands Ranch and Sterling, CO **2007-2008**  
Provided the highest level of customer service while processing vital prescription orders

- Answered customer questions and concerns on prescriptions, responsibilities, and pricing.
- Helping customer to make sure they got delivered the correct medication everytime.
- Assisted with managerial duties when the manager was unavailable.
- Became a lead on the floor.

**Valor Securities (Park Meadows)** | Lone Tree, CO **2006 – 2007**  
Performed a wide range of duties that included security round, reporting, and even at one point saving a persons life.

- Received numerous awards from customers for delivering excellent service.

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**ADDITIONAL EXPERIENCE**

**Cashier** | Walgreens| Highlands Ranch, CO **2005**  
**Construction Worker** | Reed and Assoc.| Littleton, CO **1998 – 2005**

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**EDUCATION**

**Criminal Justice** | Northeastern Junior College | Sterling, CO | 2009

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**TECHNICAL AND COMPUTER SKILL SET**

TCP/IP • Internetworking concepts and Theories • LAN/WAN • Ethernet IP switching • IP routing • Online Communications

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**VOLUNTEER WORK AND COMMUNITY OUTREACH**

Assisted Volunteer Fire Fighter - **2009**