

Stephanie Lord

600 W 123rd Ave Apt 3518 • Westminster, Colorado 80234
(720) 425-3214 • srlord0911@gmail.com

Summary Of Qualifications

I have 10 years of experience, including as an Account Specialist, Web Administrator, Sales Administrator, Sales Assistant, Accounting Clerk and as a Customer Service Representative in industries including Wholesale Trade-Non-Durable Goods, Miscellaneous Manufacturing Industries and Communications.

Most recently, I have been working as Customer Service Representative at Hisco Inc from November 2013-Present

I have studied Business Administration at University of Phoenix.

Education

University of Phoenix, Westminster, Colorado
Bachelor of Science in Business Administration
GPA 3.3

August 2012 – Present

- Relevant coursework: Market Analysis, International Marketing and Product Pricing Structures

Graduation Date April 2015

Professional Experience

HISCO, Westminster, Colorado
Customer Service Representative

November 2013 – Present

Managed quotes and leads for a reputable industrial distributor. Duties included customer service via email, phone and website, data entry, follow-ups with potential customers, generating and processing numerous reports in platforms such as Sales-Force and Microsoft excel, receipt and distribution of return products, quality control, problem resolution and implementation of vendor merchant accounts.

Creative Co-op, Memphis, Tennessee
Account Specialist/Web Administrator/Sales Administrator

August 2010 – August 2013

As an account specialist my team answered all inbound calls regarding product questions, shipping questions, accepted payment information, resolved customer related inquiries, damage claims and any other customer service related questions. I assisted with yearly inventory count which also included packing and shipping samples to our National Rep Groups. In July 2011 I was promoted to the web administrator. Handled all the company's web related customer service, receiving hundreds of emails per day, providing login and password information, while still doing my duties as an Account Specialist. November 2011 I was promoted to Sales Administrator, my responsibilities included: running and distributing sales reports on a daily basis, handling all sales force sample and catalog request, creating and distributing inventory price list and, daily import of orders including Brandwise, EDI and web orders. I have been the event planner for our sales staff which includes, hotel reservations, car rentals, coordinating meals, and booking flights. In 2012 I was promoted to Key account Administrative assistant. My duties included handling national retail accounts such as Bed Bath and Beyond, Target.com, Restoration Hardware and Vera Bradley. I also handled over-seas purchasing and product development. *Perfect call monitors scores. *Won top honor for highest sales in my department *Received Positive Feedback from Upper Management and Sales force

Zebra Marketing, Memphis, Tennessee
Sales Assistant/ Accounting

June 2006 – June 2008

Served as a sales assistant and billing clerk for a reputable marketing company in the Memphis metro area Assisted Sales the sales force with promotional products orders. Tracked orders from the time it went to the vendor until it reached the customer while also working closely with the vendors guaranteeing customer satisfaction. Distributed reports based on the company margins. I was responsible for billing and credit card transactions. Assisted customers with any questions they had regarding their orders. Data entry *Increased employee knowledge by assisting with training on the newly acquired computer program *Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management. *Received three promotions while at Zebra Marketing.

Verizon Wireless, Murfreesboro, Tennessee
Customer Service Representative

September 2004 – March 2005

Had the opportunity to work in a national call center for a well-known cellular phone company. I provided customer support for any problem that arose regarding a wireless device. Assisted in billing questions and took payments. Data Entry *Sold forty five percent over quota for wireless enhancements *Achieved perfect score on all phone monitors

Olive Branch Police Department, Olive Branch, Mississippi
Police Fire Ems Dispatcher/911 Operator

October 2001 – June 2003

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Police Fire Ems Dispatcher/911 Operator

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Additional Information

- **Skills:** Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint*, and Microsoft Outlook*).