

Anthony Buchanan

Customer Service / Buyer

Minneapolis, MN

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To obtain a position in a company that will allow me to excel in the Purchasing field so that I can fully utilize my skills and abilities.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Buyer

Falk Paper Co. - Minneapolis, MN - July 2015 to Present

Responsibilities

Analyzing consumer buying patterns and predicting future trends.

Managing plans for stock levels.

Reacting to changes in demand and logistics.

Maintaining relationships with existing suppliers and sourcing new suppliers for future products.

Writing reports and forecasting sales levels.

Ensuring transactions are within state and federal guidelines.

Examines purchase requisitions and contracts for completeness and accuracy.

Researching new products and vendors.

Assists in selection of vendors by providing recommendations based on pricing, quality, quantity and lead times.

Updates records and files of products and vendors.

Tracks purchase orders and current lead times.

Secures samples, descriptions, photos and information for new or updated products.

Writes and distributes quote requests, receives and analyzes quotes and awards contracts.

Resolves purchasing problems between customers and vendors.

Resolves products problems or errors with vendors.

Purchasing Assistant

King Controls - Bloomington, MN - 2011 to December 2014

Completed routine tasks so purchasing manager may concentrate fully on matters like negotiating prices and developing or analyzing budgets for the purchasing department. Placed orders online or over the phone with existing suppliers, contact departments or branches with questions about supply requests and check on the whereabouts of supplies if there is a delay in shipping. Assistants also perform clerical tasks like answering phones, making photocopies and sending faxes for the purchasing director.

Help Desk - Provided troubleshooting for customers who are having troubles locking on to satellites in a mobile application via RV, Houseboat, and Semi trucks etc Would also place orders for spare parts and quote prices for parts. Assisted dealer/end user customer support. Also helped troubleshoot customers on site and provided necessary repairs and installations if required.

Temporary Worker

Spherion - Fort Worth, TX - 2001 to 2012

Worked various positions from warehouse worker to customer service rep. Palletized product and labeled a number of units. Assist customers with hotel reservations and assistance with hotel problems and issues. Relocate customers as needed.

Tire & Lube Tech - Assist customers

Walmart - Fort Worth, TX - 2008 to 2009

with product selection. Change tires and oil on customers vehicles. Help clients with tire quotes and product installation. Train new techs with proper rules and procedures of the shop. Handle customer complaints and escalate as needed. Also ordered shop supplies and inventory for the floor.

Help Desk

Spherion - Minneapolis, MN - 2005 to 2007

Provide assistance in troubleshooting P.O.S systems and wireless networking in retail stores. Troubleshoot software and hardware issues in the office environment. Assist corporate clients with Office Suite troubleshooting and email recovery. Also helped corporate clients migrate email servers. Remote in to clients computers to fix outlook crashes reinstall drivers and software. Helped clients with password resets to Operating System restore. Dispatched 3rd party vendors to install hardware failures.

EDUCATION

Graphic Design

Minneapolis Technical College - Minneapolis, MN
1994 to 1995

ADDITIONAL INFORMATION

Qualifications:

- o A +, N+, MCSC Certified, Software installation, upgrades and troubleshooting
- o Front Desk, Multi-Line Phone System, Meet/Greet Customers
- o Customer Service, Order entry, Call Center, Data Entry, Accounts Payable, Billing
- o Troubleshooting mobile satellites and repair(Dish Network, DirecTV)
- o Word, Excel, PowerPoint, Outlook's, Pc Anywhere, Telnet, VPN
- o AS/400, Remedy, Avaya I.P Agent, Oracle, Sales force, Qube, Tiny Term
- o Graphic Design