

# Bridgette S. Figgins

## Customer Service Management Professional

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### PROFESSIONAL SUMMARY

- Senior-Level Customer Service Management Professional credited with 20+ years of performance driven leadership encompassing creating programs, full-cycle sales order process management; review system operations for relevance, effectiveness and provide change management, and experience working remote
- Lead collaborative communications with customers, teams, departments, partners, and all levels to ensure transparency of information, while building strong working relationships
- Serve as a subject matter expert and main contact for customers and internal sales team
- Utilize human resource initiatives and management methodologies to include hiring practices, training, coaching, evaluations, employee development of customer service team
- Cultivate a strong team environment placing value on each staff member to minimize employee turnover
- Successful developing, monitoring, and refining personnel objectives which align with company goals and achievement of 99% team goal completion
- Offer strengths in business acumen and financial acumen to include report development, communications with internal departments regarding open orders, pricing holds, order holds, and order shortages; process inbound purchase orders to rectify issues with pricing, units of measure, ordering minimums, product shortages, and returns

### CORE COMPETENCIES

- Program Development
- Process Improvements
- Best Practices
- Customer Service Management
- Communications Excellence
- Project Management
- Manage Customer Service Teams
- Team Driven Objectives
- Cross Functional Communications
- Critical Reporting
- Complex Problem Solving
- Strong Decision Making

### PROFESSIONAL EXPERIENCE

BOBO'S OAT BARS, Loveland, CO

#### Customer Service Manager-Temporary

May 2022 – Present

- Manage full lifecycle sales ordering process encompassing customer sales orders from order to delivery; ensure sales orders are accurately recorded while proactively managing customer expectations
- Serve as a proactive problem solver to ensure best in class customer satisfaction
- Build strong productive business relationships with customer buyers
- Provide liaison support between customers, sales team, and warehouse regarding order processing and changes to the orders
- Investigate and resolve all shipping issues including short-shipments, damages, mis-shipments, returned good or related product quality feedback

MIZKAN AMERICA, Mt. Prospect, IL

#### Customer Service Supervisor

Aug 2017 – Mar 2022

- Efficiently managed team of Customer Service Representatives supporting the business plan which included scheduling, payroll approval, and department procurement
- Restructured account assignments using Excel to reflect customers information and order volume; cross referenced with CSR's capacity and assigned accounts accordingly and assigned accounts based on business unit and volume which reduced amount of order errors, increased communications, and profits
- Cultivated communications between the customer service department and management to ensure a strong team environment and encourage open lines of communications
- Developed Order Reports which produced cross-functional communications regarding outstanding orders
- Created a Hold Report to communicate live order process and next steps to complete the order process
- Created an Open Order for all past due orders which contains information from perspective departments as to why, and next steps needed to process; information was forwarded to the appropriate individuals to communicate with the customer
- Successful changes reflected timely orders, turn around slashed from 5 days to 2 days, for 90% of orders. Past due orders communicated to the customer which resulted in higher customer satisfaction

COMPACT INDUSTRIES, St. Charles, IL

Aug 2009 – Aug 2017

**Customer Service Manager**

May 2014 – Aug 2017

- Maintained quality customer service through managing assigned staff and implementing a sense of urgency, accountability, and appreciation within the Customer Service Department
- Supervised team productivity, monitored workload, and addressed periods of peak volume, ensured quality and standards consistently achieved and guidelines followed
- Implemented team goals and developed metrics to measure monthly progress
- Trained and maintained a 5S work zone ensuring a safe and clean environment for all employees
- Developed and maintained reports to facilitate communications with internal departments regarding open orders, inbound material orders, and the production schedule
- Created customer forecast reconciliation program to maintain stock requirements and assist in production efficiencies
- Maintained core Customer Service Representative responsibilities for high demand customers

**Customer Service Representative**

Aug 2009 – May 2014

- Managed inbound purchase orders to rectify issues with ordering minimums, forecasting, shipping schedules and returns
- Planned truck loads and outgoing shipment logistics
- Build productive business relationships with customer buyers
- Monitored customer's private labeled finished goods inventory to ensure timely distribution
- Maintained customer forecasts and worked with internal departments to ensure timely production needs were met

**Previous Career Overview**

**Customer Account Team Representative**, FELLOWES INCORPORATED, Itasca, IL

July 2004 – May 2006

**Customer Support Team Coordinator**, BRAN+LUEBBE, Roselle, IL

Apr 1997 – Sep 2003

**EDUCATION & CERTIFICATIONS**

Northern Illinois University, DeKalb, IL

**Bachelor of Science: Business Administration - Organizational Management**

Elgin Community College, Elgin, IL

**Associate in Science: Business Administration - Accountancy**

**TECHNICAL SKILLS**

Microsoft Office Suite (Word, Advanced Excel, PowerPoint), FileMaker Pro, ALGO, PRMS, SYSPRO, EDI, and other related software applications.

**SERVICE EXPERIENCE**

**Member & Volunteer**, BOY SCOUTS OF AMERICA