

To Whom It May Concern,

After being a homemaker/stay at home mom and successfully raising 3 daughters, I re-entered the work force in a professional capacity at OtterProducts back in December of 2013. I had a mindset that I would like to work for a progressive, customer focused, employee driven organization. A company that would put me back in the workforce and help me not only find my way but bring out my strengths and help strengthen my weaknesses. I feel like OtterProducts has definitely done just that. I started in our Salazar distribution center in our Fulfillment department as a Fulfillment Coordinator and have since then been promoted to a Fulfillment Specialist taking on and fully managing all customer orders going out the back doors at our main distribution center as well as 2 of our 3PL's ranging from small hundred dollar orders to daily million dollar orders. I have an extensive understanding of my current customers requirements in our MRP system (Infor) as well as packaging and shipping requirements. I personally feel like I am at my best when I am focused on a big goal. I find myself compelled to identify each projects strengths and weaknesses then develop and maximize my time to ensure each projects success. I enjoy leading various teams towards a common vision and or goal. I also have 20+ years' experience supporting both internal and external customers in Manufacturing, Administrative, Training, Internal Auditing as well as overseeing 11 table leads made up of 6 or more employees at a time. I have developed a full spectrum 8 week training program for a previous company that consisted of classroom as well as hands on builds. I worked hand in hand with temp agencies in the on boarding and off boarding of temp employees. On a personal note I have built many competitive athletic teams and been a role model and motivational speaker in an organization called Positive Coaching. I have developed strong communication, computer, coaching and customer service skills and I feel I would be a great asset to your team.

I look forward to hearing from you and thank you for this opportunity.

Sincerely,  
Candida Heath

# CANDIDA J. HEATH

## OBJECTIVE

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To obtain a position further becoming a centered part of a streamlined team/orgization. I would like to utilize my years of experience in manufacturing, supply chain and training to become an intricate part of an amazing company.

## EXPERIENCE

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2013 - Current    OtterProducts    Frederick,  
Co.

### *Fulfillment Specialist*

- Fulfillment advocate over various direct and disty accounts as the accounts primary point of contact as well as assist with sales management and various sales channels during the entire sales process with the aim of closing PO's as efficiently and effectively as possible.
- Maintain and responsible for all aspects over 2 3PL's
- Supply Sales Operations Specialist with order status, open orders and lead times
- Participate in customer account related meetings and take responsibility for Fulfillment responsibilities.
- Intricate part in QBR meetings
- System proficient in MRP (Infor) from the start of an order to seeing it out the back door.
- Experience in Excel (Proficient)
- Inventory Management of orders going out and distribution orders moving inventory
- Intricate part of new 3PL set up including EDI intergration
- Management of the RMA process for 3PL's
- Data entry of sales orders, distribution orders and RMA's
- Highly Experienced in training new employees

2003-2011    Electronics Industry    Lafayette/Boulder, Co.

### *Contractor*

- ATK Mission Research - Lead Consultant for ISO9000 Certification
- Ball Aero Space - Lead Consultant for Various Government Projects
- ISO 9000 Internal Auditor

1998-2002 Pico Second Pulse Labs Boulder, Co.

*Facility Trainer*

- Trained All New Hires for Production, Quality Control and Production Supervisors on R & D Products and maintained training programs for established products.
- Designed and implemented an 8-week Training Course for all New Hires - IPC Training, Component I.D., Product Knowledge, Nomenclature, Safety, basic Hazmat.
- Maintaining a Training Data Base. Responsible for Keeping all Employees Training Records Current.
- Floor Supervisor over 11 Leads and their teams of 6 or more.
- ISO 9000 Internal Auditor

EDUCATION

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FREDERICK, CO. 1983-1989 FREDERICK JR. SR. HIGH

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