

Cristal Shively

INVENTORY RELEASE SPECIALIST - COLLECTIVE GOODS

Longmont, CO

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303.720.0643

Authorized to work in the US for any employer

Work Experience

INVENTORY RELEASE SPECIALIST

COLLECTIVE GOODS - Louisville, CO

August 2005 to Present

Ensure weekly inventory shipments are correct and received timely to supply our Sales Reps with hundreds of products to run their businesses. Work directly with Inventory Managers and 80 independent Sales Reps. Volume per week can reach 50 shipments per day, with anywhere from a handful to multiple hundred products per shipment. Address any shipping discrepancies, trucking issues, and inventory issues with the Sales Reps, Warehouse, and trucking companies. Organize and analyze results of annual cycle counts to control company owned inventory. Point of contact for external Sales Reps. Provide customer service to help Reps navigate any issue within the company. Cover the early morning shift, starting at 4:30am to ensure shipments were completed by the warehouse in time for same-day shipment.

SECURITY MANAGER

GUARDSMARK - Longmont, CO

September 2004 to October 2005

Promoted to Manager from Guard position. Included some guard duties, as well as scheduling staff, and day-to-day management of team. On call 24/7.

CUSTOMER SERVICE/CALL CENTER TECHNICIAN

AEROTEK - Boulder, CO

November 2004 to May 2005

Answered phones quickly and resolved any issues promptly. Ticket creation and follow-through to ensure technicians responded appropriately to customers.

SECURITY GUARD

May 2003 to September 2004

Monitored cameras as well as areas around the buildings and airplane hangar to ensure high level of security. Regular reporting to track security. Backed-up receptionist, and provided customer service.

TIER 2 SUPPORT, CONTRACTOR

IBM - Boulder, CO

November 2002 to November 2003

Provided excellent customer service for their technical call center. Coordinated work between technician and customer to resolve issues and provide information on products.

CUSTOMER SERVICE/CALL CENTER SUPPORT

GAIAM, INC - Broomfield, CO

July 1999 to November 2002

Staffed Customer Call Center. Provided excellent customer service about a variety of products.

CUSTOMER SERVICE/CALL CENTER SUPPORT

BOULDER STAFFING - Broomfield, CO

March 1998 to June 1999

Held various temp jobs including Customer Service, Medical Call Center and Office Administrative positions.

Skills

CUSTOMER SERVICE (10+ years), RECEPTIONIST (10+ years), RETAIL SALES (10+ years), EMPLOYEE RESOURCE GROUP (Less than 1 year), ENTERPRISE RESOURCE PLANNING (Less than 1 year)

Additional Information

SKILLS

- MS Office Suite - Excel, Word, PowerPoint, • Customer Service Outlook • Tier 2 technical support
- MAS/Sage 500 ERP application • Organization
- Multi-tasking