

Darcy Seidman

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QUALIFICATIONS SUMMARY

Supply Chain

- Procurement roles including PO placement, scheduling and assuring the completion of product testing
- Demand analysis and inventory planning
- Performed costs analysis & pricing tasks for all channels contributing to company profitability goals
 - Including special sales events and closeout opportunities
- Continuously looking at areas for improvement to save cost per touch and efficiency
 - Worked closely with global supply chain and warehouses to develop corrective actions for process improvement
 - Reduced cost per touch at warehouse using current system tactics in order management by \$240k annually
- Acted as liaison between retailers and operations to assure timely merchandise delivery
 - Including working with our China 3PL and our international distributors
- Implemented process to produce shelf ready and customer facing labels internally saving thousands of dollars annually

Operations

- Subject matter expert in customer compliance, system functionality and new account setup
- Ran special live events \$1-2 million with 90-120 thousand units shipped within a week's time
- Logistically coordinated multiple Comic Con and Trade Show events for Kidrobot
- Handled large volume of EDI orders from key accounts
- Found creative solutions for unique scenarios
- Negotiated solution externally and internally
- Reduced compliance chargebacks
- Tested new system - SAP - prior to global go live and represented all of America's Wholesale during transition
- Item data specialist

Sales/Customer Service

- Successfully managed large accounts with non-standard requirements
 - Portfolio of accounts valued at more than \$20 million per year
- Developed and maintained close working relationship with retail partners including trust and respect
- Skilled in assessing customer needs and able to disarm the most difficult strategic conflicts
- Managed accounts big to small with the same level of customer excellence
- Recognized by customers, team members and managers for being a knowledgeable and helpful professional
- Coordinated with all departments in OTC process for excellent wholesale customer service and special requests
- Assured customer credit status

Management

- Managed account region with 6 of the top 10 accounts in revenue for North America with complex compliance requirements
- Coached employees to provide the best customer service
- Able to plan ahead and meet unexpected challenges with innate resourcefulness and practical creative solutions

