

Gerilyn Knaus

214 Triangle Drive, Fort Collins, CO 80525
(970) 691-3744 gknaus@gmail.com

SUMMARY OF QUALIFICATIONS

- Experienced **Consumer Support** professional, passionate about meeting the needs of internal and external customers and managing customer experiences.
- Communication - Strong communication and interpersonal skills, fluent in English and Tagalog (Filipino)
- Exemplary at identifying problems and implementing corrective processes
- Fulfilled product orders and provided **product support**, repairs and audits
- Trained and evaluated more than 200 new product assemblers
- Detailed and accurate record keeper.
- Enthusiastic self-starter, goal motivated achiever, dedicated in encouraging and motivating others to create and maintain a positive work environment. Strive to get the job done correctly and in a timely manner.

EXPERIENCE

Data Entry/Customer Service Representative 2011 - Present
American Educational Products, Fort Collins, CO

- Managed high-volume workloads within a strict deadline environment.
- Resolved an average of 175+ customer inquiries in any given week, beating performance benchmarks of speed, accuracy, and volume.
- Entered approximately 40-50% of monthly orders for consumers, small business product dealers, and large key accounts with high accuracy (less than 1% errors)
- Utilized Epicor ERP, to research and provide customers with product information, pricing and availability, order status, and shipment tracking.
- Managed the requirements of high revenue commercial accounts through extensive follow-up procedures.
- Ensured service objectives, such as, sales, credits, and returns were handled for international clients in a timely manner.
- Acted as the liaison for production, sales, and marketing to coordinate the resolution of client needs.

Customer Product Support Tech II 1995 - 2006
Waterpik, Inc., Fort Collins, CO

- Served as a Line Lead and Trainer on various product assembly lines.
- Trained and evaluated new team members for product assembly lines.
- Fulfilled customer orders through Oracle initiated from customer service representatives.
- Shipped orders domestically and internationally through UPS, FedEx, and USPS.
- Supported an "Activities Team" by arranging for external vendors to supply multiple projects, coordinated volunteers, and maintained a budget of up to \$115,000.
- Produced and maintained reports for certification and ongoing inventory balances.
- Maximized office productivity through appropriate uses of software applications, such as, Microsoft Office.
- Utilized an array of office equipment, phones/faxes, copiers/printers, computers (Windows XP and Vista).
- Aided in technical support by applying and upgrading computer skills along with a knowledgeable work history.

EDUCATION

Associates of Applied Sciences in Business 2010

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*Front Range Community College, Fort
Collins, CO*