

## **Ginny Burns**

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### **Sr. Order Coordinator**

Experienced in the construction/flooring industry, office management, and customer service

#### **Profile**

- ◆ Excels at customized and personal customer service, whoever the 'customer' may be; conveys genuine interest in serving and helping others for the best outcome.
- ◆ Comfortable with learning new skills and work approaches; meets service quality standards (resolves issues, meets customer needs, and ensures customer satisfaction), and is self-motivated to learn and teach others.
- ◆ Proceeds methodically to accomplish each step in a project before moving to the next one to ensure the work is done correctly; able to handle multiple projects simultaneously
- ◆ Uses good judgment when assessing the best approach to solve problems, and follows corporate guidelines and standards.
- ◆ Natural ability to relate to people, and communicates well with customers, supervisors, contractors, and team members, and strives for cooperative and collaborative relationships to ensure successful business results.

*Professional Attributes:* reliable, hard-working, responsive, adaptable, open-minded, inclusive, methodical, resourceful

#### **Current Work Experience**

**INTERIOR SPECIALIST, INC** - Aurora, CO; *one of the largest industrial distributors in North America*

##### **Sr. Order Coordinator**

**2016 - 2018**

- Tracks the order process for each project; monitors initial pricing entry, material availability/lead times, and incomplete information, and provides shortages detail. *[Measured on accuracy and timeliness to meet customer commitments and ensure successful installation; received recognition for error-free entry.]*
- Collects and maintains customer documentation (e.g. customer selections, billing information, SAP job cost data, order acknowledgments);' focuses on assembling complete files and accurate information on each project, and works with internal and external customers to research and resolve issues. *[Developed and maintained strong relationships with branches, customers, Account Executives.]*
- Provides guidance and direction to others; helps to train teammates on SAP to gain a deeper understanding and comfort level with using it.

**HD Supply** - Aurora, CO; *one of the largest industrial distributors in North America*

##### **Sr. Order Coordinator**

**2015 - 2016**

- Tracks the order process for each project; monitors initial pricing entry, material availability/lead times, and incomplete information, and provides shortages detail. *[Measured on accuracy and timeliness to meet customer commitments and ensure successful installation; received recognition for error-free entry.]*
- Collects and maintains customer documentation (e.g. customer selections, billing information, SAP job cost data, order acknowledgments);' focuses on assembling complete files and accurate information on each project, and works with internal and external customers to research and resolve issues. *[Developed and maintained strong relationships with branches, customers, Account Executives.]*
- Provides guidance and direction to others; helps to train teammates on SAP to gain a deeper understanding and comfort level with using it.

**Order Coordinator**  
**2015**

**2014 -**

- Calculated and entered initial pricing at the time of order creation; entered the information into order processing, identified gaps, researched/documentated shortages, systematically backed up all information and data related to each project, and monitored orders using system reports and communicated with leadership.
- Monitored and tracked customer orders to meet material lead times and ensure on-time delivery; interacted with internal and external customers on a daily basis.
- Reviewed job cost data to ensure accurate recognition of revenue; entered job cost coding to reflect margin status, and investigated and resolved job cost margin discrepancies.

SAP Skills

*Tools & Transactions used in daily order coordination*

- **CJ20N** / Actual Project Side: Communicate with VA02 (sales order cockpit billing)
- **CJ30N** / National Material Database: this monitors material availability
- **DSS** / Doc. Storage Sys: stores each document set as a PDF and uses OCR to identify information (made by OP)
- **MCS** / Material Cost Sheet (in the PIF): the AE enters 'standard' and 'upgrade' material for each builder project
- **ME3M** / Outline agreement by builder: status of the material on the builder contract (helps purchasers)
- **MM60** / Material List: this monitors if material has been extended to the plant (Las Vegas)
- **PIF** / Zbid (Bid): mainly used by AEs to create a bid for each builder, with the installation requirements
- **YSD\_0022** / Sales Master Data: creates a builder/community/lot description (kicks off sales order for billing)
- **YSD\_0031** /Order Processing Cockpit: enter all the material, labor, billing for a project.
- **Z Add** / Done in the Service Cockpit: used for shortages that have been final billed by billing

**Previous Work Experience**

**Mountain High Masonry** - Aurora, CO  
**2014**

**2012 -**

**Office Manager**

- Performed A/P, A/R, and payroll operations; maintained files and documents.
- Worked with General Contractors on proposals and contracts; oversaw scheduling, and ordered and tracked materials.

**Kitchen Tuneup** - Aurora, CO  
**2012**

**2004 -**

**Sales / Lead Technical Associate / Office Manager**

- *Sales*: Led all sales for the company's wood restoration business.
- *Technical Associate*: Restored household cabinetry for key projects and when understaffed.
- *Office Manager*: Performed A/P, A/R, payroll, sub-contractor scheduling, contract management, and contract changes.

**Rite Aid** - Meridian, ID  
**2004**

**2001 -**

**Head Cashier & Photo Department Manager**

- *Cashier*: Greeted customers and answered inquiries; influenced 'special sale' item purchases, processed payments, administered returns/exchanges, maintained clean and orderly checkout areas, and organized merchandise.
- *Photo*: Received customer instructions and requirements for each job; ensured proper attention to detail, photo quality, and customer satisfaction.

**Technology Skills**

Microsoft Office Suite: Word, Excel, PowerPoint • Bookkeeping software • POS machines

**Education**

Rangeview High School; Aurora, CO (1986)  
Parks College-Medical Assistant Training; Aurora, CO (1995-1996)