

Joyce Nukaya
2033 Village Drive
Milliken, CO 80543
970-980-9238

Qualifications: Enjoy a challenge and am a fast learner.

Excellent communication and customer service skills, works well independently or with others.

Works well with little to no supervision, not afraid to ask for help or guidance if needed.

Experience in telesales (cold calling), and 15 years of retail sales

Experience: **HACH COMPANY a division of Danaher Corporation**
LOVELAND, CO
March 11, 2002 to April 1, 2022

2017 to 2022

Service Dispatcher Coordinator II

When the decision was made to split up the jobs in Canada as it was too much for one position I was moved to a coordinator III for dispatch to continue to support the field technicians for Canada. This required scheduling and dispatching training and responsibilities. A few years later we moved to cross training everyone on everything, so the United States dispatching was added. We now dispatch 135 technicians in the US and Canada, I help cover inventories and parts order with primary focus on invoice complaints and adjustment resulting in credits and rebuilds. Account maintenance, ownership transfers, payment ,telephone customer support. scheduling and dispatching.

2011 to 2017

Service Coordinator Canada

Moved to Hach service to gain knowledge of the service side and Canada processing. Was told to be a small job for 1½ people which quickly turned out to be way more than that. The jobs were being moved from Canada to the US for handling. After a year of struggling to see what was required it was determined that we were to handle bench service requests for Canada and to the states. Service contract for the field service technicians and sales team. As time progressed and more needs were determined we picked up parts orders for the field technicians and the Canada bench. The second and third year we realized that more support was needed for the field and we picked up more of a field service technician support role. Also quotes were added for service contracts after we figured a way to do them. Inventory was added and I now help the field with their yearly inventories and adjustments. The fourth year they added selling items to the field for replacement purposes and I handled quotes for the items thru the contracts module as this was how we determined we could enter the quotes to give the service technicians credit for the sales.

**ELE USA Soil and Concrete division of Hach Company
2006-2011**

Inside Sales, Sales Consultant, Tele-Sales Representative

Moved to ELE May 2006 to gain knowledge of a sister company and a different product line. The first year with ELE my focus was on outbound calling, learning Salesforce and running reports, focusing on Raw material producers and educational facilities. Also responsible for quoting, orders, helping out with overflow calls from customer service and learned International processing. The second year with ELE my focus was changed to supporting a Regional Sale Manager and outbound calling in the raw material market. I also was chosen to be the ELE Oracle trainer. Learned Oracle and then trained the ELE team. Picked up the additional work from others because of the Oracle transition including scheduling overtime, training, and managed and implemented practice sessions and work. Helped with keeping the business running for half a year without any management within the US group. Wrote performance plans for coworkers to try and streamline and improve processes.

The third year with ELE half way through the year I picked up all incoming phone calls, technical support calls included. Worked closely with our Ames team to manage the company, and customer needs with minimal delays. Also took on the order management role to ensure processing and shipping of orders to meet month end goals. Processed ECO's to change existing items and 4960's for new product implementation. I also have experience in pricing implementation and system updates.

2002-2006

Field Sales Support Specialist, Customer Service Specialist, Customer Service Representative

Moved to FSS end of April 2003 to increase my knowledge and gain knowledge of rentals, submittal preparation, commission problem solving, orders for demo accounts. Any request needed from Regional Sales Manager and Rep Firms in the assigned territory. Management of literature ordering and area is a new responsibility. Worked with technical support on overnight requests coming back to the PT stockroom for review. Vertical market reports and anything needed. Expediting orders, telephone customer service and order entry, gaining product knowledge and system knowledge. Moved to CSS at the end of June 2002 to increase knowledge of the system and gain product knowledge in multiple brands. Also, learning returns, sir plans, quotes, commissions, premiums, rentals, and anything necessary to complete all requests required for the position. Knowledge of ecommerce, credit notes for returns, and internal orders. I have experience in ISO audits, which has helped me to better understand the processes and how important accuracy and clarity is within the company.

References upon request