

Kara Weiss/Nickelsen

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Work Experience

Customer Service Manager

Bison Designs - Longmont, CO

August 2007 to Present

I currently manage most all wholesale accounts. We manufacture Belts, Pet Collars and Leads, Climbing Chalk, and other accessories for the Outdoor Industry. I handle making work orders for product to help manage inventory and production.

I talk to customers and other callers on the phone daily, data entry is a key role as well as customer relations via email and phone. Making sure to be understanding and knowledgeable when and where needed. I help our production and shipping departments when and where needed. Always a team player and willing to help. Not afraid to learn something new and willing to try a different strategy. Self taught in most things because I read, and learn. I handle Ecommerce productions and work directly with Buyers from companies. We work with and make such as REI, LLBEAN, BASSPRO amongst other companies across the US and Globe.

I also help manage our outside sales Reps samples and ensure they are taken care of for tradeshow, meetings with new potential customers etc. I help to make sure that our customer database is being contacted as much as possible to make sure their sales and product needs are being met.

I work closely with the owner and sales manager with accounts and step in to help any where I can.

Education

High school diploma

Skyline High School - Longmont, CO

August 1997 to June 2001

Skills

- Sales
- Management
- Leadership
- Logistics
- Maintenance
- E-commerce
- Project management
- Marketing
- Customer service