

# Karla Nuss

## **Customer Service Representative - Woodward, Inc**

Loveland, CO 80537

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303-807-4720

Experienced professional with strong leadership and relationship-building skills.

## Work Experience

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### **Customer Service Representative**

Woodward, Inc

2018 to Present

- Responsible for compliance with SOX, ISO and procedures and policies that apply.
- Responsible for processing customer requests determining necessary action both internally and externally to meet customer's expectations.
- Performs daily/weekly/monthly requirements to stay current on all orders.
- Work with CAM (Customer Account Manager) with Forecasting input and reports.
- Process all requests for repair and warranty from customers, including creating the investigation with any documentation from customer.
- Maintain or create all customer specifics.
- Work with CAM and accounting on Past Due accounts.
- Process any customer complaints.
- Proficient use of many WISE screens.
- Problem solve and multi-task on a constant basis.

### **Accounts Payable Clerk**

Lion Home Service, LLC

2017 to 2018

- Established relationships with vendors, process invoices via on-line portals for many vendors, and make payments to those portals.
- Data entry of all Credit/Debit Card transactions, invoices matching them to PO#s and job specific numbers.
- Responsible for all back-up documentation for Accounts Payable reports.
- Run checks for all payables weekly.
- Use of Success Ware, Quick Books, Service Titan, Microsoft Office.
- Filing and other administrative duties as required.

### **Garden and Landscape Technician**

Sustainscapes Landscape

September 2017 to November 2017

- Providing Garden Maintenance for residential clients; weeding, pruning, mulching, planting, and general yard clean-up.

- Starting brand new projects from demolition of old lawns, to preparing the ground for setting stone walkways, planting large trees, positioning of large rocks and boulders, and creating the newly planted living garden.
- Utilized various hand tools, and small equipment.

### **Driver Manager/Dispatch/Scheduling**

Apex Transportation

July 2015 to April 2016

- Established relationships with customers within many facets of the construction industry.
- Developed schedules, routes, and permits for oversized loads Managed 60+ drivers, ensuring the safe transport of all products and monitoring their locations via onboard GPS system; Qualcomm.
- Built trip documentation for all shipments, provided maps or routes per FMCSA/DOT requirements for type of material hauled.
- Monitored all truck/driver productivity, counseled drivers on hour of service.
- Interviewed potential drivers, reviewing all relevant credentials, maintaining driver files.
- Knowledge of regulations helped to maintain satisfactory rating with the FMCSA for the company.

### **Executive Administrative Assistant**

Alpine Credit, Inc

September 2013 to July 2015

- Administrative assistant to the President and Office Manager.
- Tasks include answering phones, customer service, E-filing legal documents (Judgments, Bankruptcies, Satisfaction of Judgments, Requests of other documentations on ICCES (Integrated Colorado Courts E-filing System), process daily payments, running credit cards, balancing daily business, making remote bank deposits, creating new accounts, forwarding accounts to out-of- state collection agencies, searching Internet for future clients, sending sales letter, any other items needed to alleviate overload to President and Office Manager.

### **Operations Manager**

CAST Transportation OTR

May 2010 to August 2013

- Established relationships with customers within the Nuclear Waste Facilities and Product Processing facilities.
- Developed schedules, routes, and training documents for all OTR (Over the Road) nuclear shipments within the US and Canada, per FMCSA/DOT requirements.
- Managed 35 drivers, ensuring the safe transport of all products and monitoring their locations via on board GPS system; PeopleNet.
- Knowledge of database used; TMW.
- Built trip documentation for all shipments, provided maps or route.

### **customer service, inside sales, shipping coordinator**

Dispatch

May 2006 to May 2010

Precast Concepts

- Worked closely with on-site supervisors of customers to ensure delivery of quantity of pipe or other products needed.

- Scheduled and planned all deliveries based on need of product, utilized a contractor transportation company and monitored billing per driver/truck per month.
- Followed FMCSA/DOT requirements for all drivers.
- Direct communication with the Manager of production to ensure product completion prior to shipment.
- General administrative tasks.

## Education

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### **Bachelor of Science in Business Management in Business Management**

University of Phoenix

1997

## Skills

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- Customer service
- Time management
- Customer Support
- Customer Care
- CSR