

TREVOR LEASURE

OBJECTIVE

Seeking a challenging position that will benefit from my 12 years of customer service experience and improve customer satisfaction.

CAREER SUMMARY

Experienced professional with key strengths including customer oriented philosophy, clear and concise communication, vendor management, procurement strategies, analytical thinking, researching skills, and working well as a team or individually.

PROFESSIONAL EXPERIENCE

Arrow Electronics

Arrow Electronics is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions.

Customer Service Representative – Englewood, CO

May 2013 - Present

- Work with customer's supplied MRP to confirm stock of electronic components for requested delivery dates and material planning for a broad base of technology customers.
- When needed, working customer requests for expediting, maintaining, forecasts, etc with suppliers to meet customers' demand.
- Point of contact for sales representatives to assist when required.

OFFICE DEPOT, INC.

Business Services Division

2001 – April 2013

An \$11 billion global distributor of office products.

Regional Print Facility CSR – Signal Hill, CA and Denver, CO (November 2005 – April 2013)

- Interact and provide tier one support to both internal and external customers.
- Bill and modify completed orders.
- Compile daily sales and usage reports.
- Work department email queue to address and respond to order and quote requests
- Function as a liaison between field-based store personnel and outsource vendors.
- Create and reconcile purchase orders for outsourced vendors.
- Answer phones to assist with customer and vendor requests.
- Complete outsourced and in-house quote requests.
- Assist internal and external customers with files using Adobe's Suite of programs, Microsoft Office Suite, as well as technical assistance on using Office Depot's website and print portal.
- Check online order queue and contact customers in a timely manner.
- Receive orders and review job requirements to insure accurate and on time order.
- Send shipment tracking information to requester.

Bid Administrator – Signal Hill, CA (May 2005 – November 2005)

- Interacted with sales force in order to meet requested profits and account preferences
- Researched competitor item numbers and converted to ours, including any alternates if available.
- Researched individual customer usage to find which items they are currently purchasing the most in order to offer substitute items to show where savings can be made.
- Daily calls to vendors to research items that are no longer stocked by Office Depot but can be ordered from wholesaler or ordered directly from manufacturer.

Special Order Liaison – Signal Hill, CA (2001 – May 2005)

- Consistently performed within a 48-hour turnaround time for orders coming into the email queue.
- Interacted with various vendors to purchase special order items, including assorted business stamps, custom folders, specific papers and many other business-related products.
- Requested items researched and priced according to account's pricing structure.
- Assisted with other department as business needs required.
- Maintained vendor database to ensure contact information remained accurate.
- Resolved issues including but not limited to pricing discrepancies, product availability, order requirements, freight terms and delivery schedules.
- Tracked shipments from vendors to customers, and once received by customer, reconciled orders.
- Handled internal/external customer calls consisting of order entry, problem solving and suggestive selling.

Mailroom Clerk – Signal Hill, CA (2001)

- Received and distributed work order folders and delivered to specified department.
- Operated a UPS shipping machine.
- Communicated with warehouse to pickup and order department supplies.

LITTLE CAESARS – Pueblo, CO**1997 - 2001**

Food Service

Assistant Manager

- Counted safe at the start and end of the business day to ensure it balanced.
- Ran a four-person crew to ensure shift operated smoothly.
- Assisted with deliveries during peak business periods.

EDUCATION**Diploma**

East High School, Pueblo, CO

College CourseworkOrange Coast College, Costa Mesa, CA
Computer Science MajorGolden West College, Huntington Beach CA
Computer Science Major**TECHNICAL SKILLS**QuickBooks
Microsoft Office Suite
AS/400
Purchase Order Management (EDI system)
SharePoint
Microsoft Windows XP/Vista/7
Linux
Adobe Acrobat
Adobe Photoshop CS5
Adobe Dreamweaver CS5.5
Eclipse