

WENDY LEHNERTZ

559 West Broadway
Winona, MN 55987
(507) 313-8900
winkelman2013@hotmail.com

OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, extensive customer service training, and ability to work well with people to help the company be successful.

JOB HISTORY/DUTIES

Teleservices Representative

Watkins Inc
Winona, MN

Start Date: February 6, 2012 End Date: presently still employed I am responsible for taking order and customer service calls from both customers and sales associates in a call center environment. I am responsible resolving monthly billing issues, making adjustments, returns and exchanges, tracking orders and product knowledge. Also included in my duties are entering mailed in orders and requests for catalogs as well as responding to emails from the field. The use of written and oral communication skills is essential in this position.

Customer Service Representative

Peerless Chain
Winona, MN

Start Date: September 6, 2006 End Date: September 1, 2011 I was responsible for order entry, confirming pricing, product questions, customer account maintenance, updating the pricing programs, order follow up with planners and engineers, tracking of product, helping customers find the right products for their needs and handling customer deutes. Customer base for this business was by regions. I handled such accounts as McMaster Carr, Crosby and Fastenal.

Owner/ Operator

Wendy's Wittle W'ones
Winona, MN

Start Date: 2000 End Date: September 6, 2006 I am responsible for every aspect of a business; advertising, replenishing supplies, billing, collections, monthly and yearly accounting records. I wrote my own contracts, forms and newsletters. Scheduling, coordination, and execution of all outings, events and interviews. Meeting all state and federal guidelines for menus, safety and records keeping.

Office & Warehouse Manager / Cashier

Wettsteins
Winona, MN

Start Date: 2003 End Date: 2003 I was responsible for processing order for new appliances and repairs. Scheduling employees, service and delivery times. Inventory of warehouse, receiving and delivery of all products. I was in charge of all office functions and equipment maintenance. Maintained and encouraged customer loyalty through the courteous and efficient resolution of disputes, product knowledge and great interpersonal skills. Floor displays, product assembly, performing inventory counts and stocking shelves were also a part of the job.

Customer Service Representative

Sprint CCSC
Winona, MN

Start Date: 1999 End Date: 2000 Processed orders, maintained customer relations, handled complaints and adjustments for the small business market. Provided customers with payment information, cycle dates, and additional service that would benefit their business. Successfully pacified hostile or antagonistic callers and negotiated a mutually agreeable solution by patiently providing alternatives to reconcile the customer's needs with the company's objectives. Maintained professionalism, diplomacy and courtesy while dealing with difficult or demanding customers. Call center as well as dedicated customers.

Operator Service Agent

Sprint HMG
Winona, MN

Start Date: 1990 End Date: 1999 Call center atmosphere. Able to handle large volumes of calls while maintaining accuracy, efficiency, and a positive friendly attitude. Constructed training manuals and procedures to enhance the skills of both the customer services associates and customers. Trained both new and existing personnel in company customer service protocol. Provided backup support to receptionist and acting temporary supervisor when need. Some foreign language training.

EDUCATION

DEGREE: High School Diploma

Major: Unknown
Altura High School
Courses:

ADDITIONAL SKILLS

Microsoft Word, Excel, Office, Publisher, Pinpoint, Outlook and internet researching. I type 40wpm. Trained in the software systems Jenkon, AS400, Lawson and EDI system. Training in LEAN, SQD and AS9000. Extensive use of multi-line phone systems, copy machines, fax machines, validation systems and cash registers.

NOTES AND ACTIVITIES

SUMMARY: OBJECTIVE To obtain a position that will enable me to use my strong organizational skills, extensive customer service training, and ability to work well with people to help the company be successful.