

DEBRA LOVEALL
805-889-9583

SUMMARY

Over 20 years of progressive experience in Warehouse Management and administration, parts management, inventory control, production, transportation and customer service. Results oriented leader with proven ability to manage and supervise a variety of departments. Able to prioritize, follow through and handle details. Effective problem solving assessment and problem solving skills. Assumes responsibility quickly in a busy, challenging environment.

PROFESSIONAL EXPERIENCE

SEDECAL USA
Buffalo Grove IL

Customer Service and Materials

2012-Present

- Process inbound telephone calls and email inquiries by providing appropriate sales resource information, part numbers, and list prices, or directing to appropriate personnel for resolution.
- Follow up on inbound items receiving from Spain by placing outbound telephone calls and email correspondence to gather current information.
- Provide sales resource assignments to all applicable leads and offer leads to Sedecal sales resources.
- Enter and process all RMA's in both Oracle and Access Databases.
- Follow up on all repair RMA's (warranty and non-warranty) when completed and process payment on non-warranty repairs before shipment goes out.
- Maintain Access database with proper, up to date information.
- Performing inventory on a quarterly basis.
- Set up overseas shipments of RMA's as needed.

NAVY EXCHANGE

Point Mugu and Port Hueneme
Replenishment Manager

2010-2011

- Promoted from Receiving Supervisor at Point Mugu to Replenishment Manager position in Port Hueneme.
- Efficient in Oracle Retek, RDW, Lotus Notes.
- Oversee and monitor processes procedures related to replenishment, inventory control, receiving, store to store transfers, returns to vendor, scanning and price changes.
- Review reports and research inventory issues, min/max levels, add/deletes replenishment types etc.
- Verify Planograms.
- Manage store systems administration/supervises associates.
- Provide operational /merchandising reports for GM/DM.

ZEBRA TECHNOLOGIES

Vernon Hills IL and Company relocated me to Camarillo CA

2004-2009

Supervisor of Warehouse Operations

Responsible for all incoming receipts, warehouse and cycle count. Supervisor to 11 employees.

- Run daily reports and enter them into Excel spreadsheet.
- Resolve any receiving issues that arise.
- Communicate all Rip shortages and receipt problems to purchasing.
- Train new employees.
- ISO Author.
- Conduct rack audits.
- Schedule deliveries.
- Evaluate performance via performance reviews.
- Responsible for receiving, warehouse and cycle count departments.
- Implemented processes to resolve existing inventory issues.

WICKES FURNITURE, Wheeling and Itasca, IL

Warehouse Manager

2001-2004

Responsible for product flow between three warehouse facilities, receipt of furniture from 75+ vendors; maintain physical inventory, customer deliveries and customer service. Supervised a staff of 25. Company transfer

- Oversaw all shipping and receiving from major carriers for 100,000 square foot warehouse and office facility.
- Inspect and maintain parts and stock management function for all inventory and equipment.
- Maintain end of month inventory control reports to corporate.
- Conduct training for new and established employees to ensure efficient job performance, customer satisfaction and warehouse safety awareness.
- Administer employee annual and semi-annual reviews
- Certified Lift Truck driver
- Oversee vendor charge backs with responsibility for labor cost.
- Order and maintain flow of parts for large furniture reprocessing center.

Vendor Charge-Back Coordinator

2000-2001

- Worked with representatives to get defective pieces authorized for return to vendor.
- Met corporate expectations and goals each month.

Inventory Control

1999-2000

- Responsible for cycling the entire warehouse twice a month, which saved the company lost revenue.

SUBURBAN SURGICAL, Wheeling, IL

1996-1999

Stockroom Supervisor

Responsible for flow of parts to machine shop. Supervised staff of 3

- Oversaw proper picking of orders for distribution to proper areas.
- Sent parts to be anodized and plated.
- Received and located parts.
- Contacted trucking companies for delivery of equipment.

EDUCATION

Elizabethtown High School	Elizabethtown, PA
Harper College	Palatine, IL
Adult CPR w/AED	Vernon Hills, IL
Train The Trainer Course	Camarillo, CA
Sexual Harassment Seminar	Camarillo, CA
Management Skills and Techniques	Camarillo, CA
Hazardous Materials Training	Camarillo, CA
Management Development Seminar	Camarillo, CA
Leadership Development Workshop	Camarillo, CA
Harper College-Supply Chain Management	Palatine, IL
Harper College-Inventory/Production	Palatine, IL

TECHNICAL SKILLS

- Lift Truck Driver
- Walkie Rider Certified
- Wave Certified
- Author Training
- Microsoft Outlook
- Microsoft Excel
- Microsoft Word
- PowerPoint