Nancy Shea
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<u>Professional Profile</u>

Operational Support/Customer Relations Professional with more than 10 years of diverse experience and a demonstrated ability to achieve extraordinary business results.

Proven areas of expertise include:

Project Coordination and merchandising   *Change Agent*

Effective communicator with excellent interpersonal skills   *Adaptive and quick learner*

Proficiency in Microsoft Excel, AS400, Word, Dancik, and other customized software packages

Experience

Pandora Jewelry, Columbia, MD
Inventory Returns Specialist

2012-2021

- Maintain inventory accuracy/integrity between ERP and WMS systems.
- Audits and reconciles inventory reports as needed to ensure inventory accuracy is maintained on a consistent basis.
- Ensure cycle counts and adjustments are reported and posted in a timely manner.
- Work with both internal and external customers to resolve inventory discrepancies in a timely and efficient manner.
- Provide reports to Supervisor/Management as needed.
- Responsible for "Exception Returns" such as Marketing and Merchandising
- Responsible for "Special Project Returns" for Internal and External Customers
- Work with Finance to resolve "Shipment Refusal Returns."
- Maintain a safe, secure working environment by following safety and security rules and regulations.
- Performs other duties as assigned or needed.

Returns Supervisor   2010-2012
- Monitor and analyze employee performance.
- Analyze production processes to evaluate ways to improve efficiencies.
- Supervise the process of receiving returned inventory.
- Picking merchandise for replacements
- Allocating personnel to help other departments as needed.
- Work closely with inventory control to ensure inventory accuracy.
- Supervise the approval process of all customer returns.

J.J HAINES, Glen Burnie, MD
Purchasing Manager   2006-2010
- Responsible for the maintenance of all purchase orders.
- Data entry of sales information.
- Contacting vendors with changes/updates of purchase orders.
- Running reports for any discrepancies, back-orders, rankings and or updates.
- Responsible for buying products for Wood, Ceramic, Adhesive and Laminate lines
- File paperwork with Customs for container product brought in from China
- Building shipments for Armstrong material using their system

TELECOMMUNICATION SYSTEMS, INC., Owings Mills, MD
Fulfillment Supervisor /Inventory Specialist   2002-2006
- Reconcile shipping reports for accuracy.

- Data Entry of all sales information and purchase requests for the department to ensure 100% availability
- Manage employees to ensure timely completion of all job duties.
- Help to set up new billing system.
- Produce a more efficient and effective system of inventory operation.
- Maintain inventory levels and oversee daily operations of the warehouse.
- Provide leadership and knowledge to warehouse and fulfillment department.
- Create, receive, and update inventory information through a variety of spreadsheets and systems.
- Track inventory transactions through Solomon and other business systems.
- Shipping and Receiving responsibilities as necessary.
- Fulfillment of daily orders as needed.
- Order entry as needed.

JOSEPH A. BANK, INC., Hampstead, MD   1999-2002
Merchandising / Associate Planner
- Maintain inventory levels for 104 stores based on current and season to sate sales
- Execute assortment plan, review current store trends, adjust when necessary
- Utilize the computer system to set up new products as well as reporting any variances in the inventory.
- Responsible for tracking inventory to help avoid back-orders.
- Support and assist the Planner and Buyer to execute any team needs including, but not limited to, consolidations, recalls and store requests.

HEALTHRITE, INC, Owings Mills, MD   1996-1999

Inventory Control Coordinator
- Responsible for inventory of all raw materials, packaging, and finished goods for a dietary supplement company.
- Reported directly to the General Manage and Purchasing Agent.
- Planned and coordinated the execution of inventory monthly of all products existing throughout the company.
- Prepare weekly reports of existing inventory.
- Utilized the computer system to set up new products as well as reporting any variances in the inventory.
- Resolved problems in the areas of shipping and receiving and helped to expedite delivery of products to various store chains.

EDUCATION

North Carroll High School   Diploma in Business Studies

References available upon request