

Olga Juarez

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WORK EXPERIENCE

WELZIG HEATING AND AIR, Longmont , CO

Purchaser-Buyer / Customer Service, Jun 2015 – Sep 2017

- Responsible for ordering equipment for installation jobs and part repairs.
- Responsible for maintaining inventory in the warehouse.
- Develop vendor relations.
- In charge of parts runners/drivers.
- Assisted in general customer service duties.
- Negotiated pricing to save money for the company.
- Worked on customer warranty refund or company credits.
- Assisted in accounts payable. Post payments to vendors accounts.
- Created and closed invoices for material purchased.
- Helped with scheduling customers appointments in SuccessWare
- Assisted in sales, club agreements and equipment installation

MAIN STEEL LLC, Elk Grove Villiage, IL

Claims Administrator/ Purchaser-Buyer / Customer Service, Jun 2012 – Apr 2015

- Monitor performance of quality control systems to ensure effectiveness and efficiency.
- Created Excel spreadsheets, charts and reports.
- Generated scrap rates.
- Building loads to be sold as scrap or secondary.
- Serve as quality liaison with metal suppliers for claims and quality issues.
- Investigation and dispositions of customer and supplier claims.
- Investigate material internal and external rejections and determine suitable disposition.
- Secondary sales.
- Initiate and resolve mill claims for plant.
- Promote continuous process improvement.
- Serve as a member of the quality board.
- Maintain quality training files.
- BVC internal auditor.
- Identify all inspections, measuring and test equipment and calibrate a prescribed intervals.
- Generate purchase orders to vendors.
- Developed outstanding vendor relations.
- Purchased full range of metals, including aluminum, stainless steel, and some copper.
- Coordinate shipments and deliveries.
- Calculate and update price breakdown, freight charges, and surcharges each month.
- Established online inventory to improve tracking, quality of products, and control for raw material.
- Assisted in general customer service duties.
- Entered and maintain customer orders in AS/400.
- Communicated via phone, fax and email to fulfill the customer demands.
- Prepared loads and creative bills of lading for shipments.
- Finalized MPs, BOL's, and invoices.

AMERICAN HOTEL REGISTER, Vernon Hills , IL

Customer Service Agent, Aug 2010 – May 2011

- Entered and maintained to customer orders.
- Processed credit card applications and applied payments to outstanding invoices.
- Communicated via phone, fax and email to fulfill customer demands.
- Tracked shipments per customer request.

PLANNED ELDERCARE, INC, Buffalo Grove , IL

Administrative Assistant , Jun 2006 – Nov 2009

- Organize files and ordered supplies for the office.
- Prepared Medicare audits.
- Entered and maintain customer orders via phone.
- Manage payroll for employees and send payments to vendors.
- Organized office meetings as well as office events.
- Posted payments received from insurance companies and apply them to Medicare.
- Assisted in general customer service duties.

EDUCATION**Glenbrook North High School, Northbrook , IL**

High School Diploma, Jun 2003

ADDITIONAL SKILLS

- Class III lift truck.
- Ability to communicate effectively to production and management teams and customers.
- Demonstrated support of company goals, values and mission statement and with other customer oriented values.
- Well developed interpersonal and communication skills both written and verbal.
- Computer skills, especially working proficiency on Microsoft products like Word and Excel.
- Bilingual in Spanish.
- BVC auditor certified.
- Good planning, decision-making and organizational skills.
- Ability to perform mathematical calculations and applying mathematical concepts.
- Ability to read, analyze, and interpret common industries, production and technical documents in English.
- Analytical and problem solving skills and attention to detail and high level of accuracy.